



Our safety measures for guests and employees

Your health matters to us



Dear guests

Your health and that of our employees is our top priority. For this reason, we comply with all the guidelines of the Federal Office of Public Health (BAG) and the Swiss Hotel Association.

our measures at the Cresta Palace Celerina:

In order to offer you the best and most relaxing experience at our hotel, the following measures apply at our hotel:

- We exclusively welcome vaccinated or recovered guests at the Cresta Palace Celerina with a valid 2G - COVID certificate recognized in Switzerland. The regulations apply from the age of 16.
- In the Vita Pura Spa area there is a 2G+ certificate requirement.
- For treatments that can be performed with a mask, a 2G certificate obligation applies.
- Your 2G - certificate will be checked by us upon arrival. All our spa and restaurant guests will be checked at the main entrance when entering the hotel. Certificates are valid only in conjunction with a photo ID.
- There is an obligation to wear a face mask in all indoor areas (from the age of 12).
- Seating is compulsory in our restaurants and bars during the consumption of food and drinks.
- On the terrace, no COVID certificate obligation applies, the prescribed minimum distance must be maintained between groups of guests.
- We kindly ask our international guests to follow the valid regulations concerning entry and exit (testing obligation).
- If symptoms occur during your stay, please report them immediately. If you feel unwell before your arrival, please postpone your stay.
- For your and our maximum safety, regular operational testing of employees takes place.
- Our staff are regularly trained on the applicable measures.

The following also applies:

- Numerous disinfection stations are available in the hotel.
- We are happy to clean your room daily (with the window open) when you are not in it. As little as possible is touched in the process.
- If you wish, the housekeeping service will only take place in front of the room door (e.g. handing over towels).
- If you do not wish to have your room cleaned, please leave the 'do not disturb' sign on the door.
- We do not offer an evening service to minimise contacts - we will be happy to bring any items you wish to your room.
- Regular ventilation is provided in the public areas.
- Cleaning frequency of public areas continues to be increased; critical surfaces are disinfected several times a day.
- Newspapers, etc. can be ordered on request (for a fee).
- Recommendations from the hospital in Samedan regarding suitable cleaning agents, disinfectants and detergents are considered.
- Please disinfect the fitness equipment in the gym before and after use.
- The Kids Club is cleaned and aired regularly and the toys, door handles etc. are disinfected and washed. We ask parents to wash their children's hands before entering.