

Hotel Bellevue au Lac



Covid-19 How the protection concept is organized in Switzerland as from Monday, 13.9.2021

Dear guests

As you probably know, the Swiss Federal Government **has modified and tightened the regulations for Covid-19 for hotel guests in Switzerland, a from Monday, 13.9.2021.**

Thereafter you will be informed about the new security measures:

1. Hotelguests need to present a Covid-Certificate or a negative test result when checking-in. The receptionist verifies these documents together with your passport or identity card.
2. Hotelguests who are not in a position to present such a document may get a room, but are not allowed to take breakfast at the breakfast buffet.
3. Hotelguests who wish to dine in the closed restaurants or on the terrace near the Bar, have to present their valid certificate and passport to the staff. Guests however who have already been Covid-controlled when checking-in will be noted to the staff in the restaurant, in order to avoid a double control.
4. Persons not staying at the hotel or having a drink in the bar or restaurant prior to checking-in, will in any case be controlled by the restaurant staff. In case any person not being able to present the required documents, will not be admitted.
5. Those guests who present a negative test document will have to make sure their certificate will not be running out during their stay. The test results are valid for 48 hours from the test result on.
Should your certificate deadline run out during your stay, a new testing should be organized; our personnel at the reception will then propose you a new testing date in a pharmacy nearby.
6. Youngsters up to 16 years do not need to present a certificate.
7. The mask requirement is still valid in all public areas of the hotel, except in our restaurants when eating. Please wear the mask also when moving to the breakfast buffet once or several times. Yo do not need to wear the mask in the area of the Swimming pool and the sun terrace, but in the library behind the swimming pool, the mask wearing is required.

8. At the Front Desk, our collaborators are allowed to ask before checking-in whether you suffer from headache, loss of taste, a malaise, fever etc. They may also take your temperature electronically on their own initiative or upon your demand.
9. The management of the Hotel Bellevue au Lac undertakes everything in order to protect you in the best possible way:
 - a) Tables and chairs in the restaurants are cleaned after every use
 - b) For hygienic reasons, no cloth tablecloths are on the tables, but paper napkins, frequent hand-washing, wearing of the mask in all areas with guest contacts is mandatory.
 - c) A special measure is taken at the breakfast buffet: there is a plexiglass separation
 - d) between the guest and the rich offer of breakfast items; you see all the offer, but our collaborators will assemble your choice on a plate and give it to you; coffee and tea will also be brought by the waitors to your table.

We hope all these measures will make an important contribution for fighting the Corona virus. We are sure that you will understand these protective arrangements. Please do not hesitate to contact our personnel in case of any problems or queries.

Despite this pandemic situation, all our collaborators wish you a very pleasant stay at Hotel Bellevue au Lac!

Charles J.P. Helbling
Managing Director

Lugano, September 11th, 2021