



Dear Guests

Your health as well as the health of our associates and co-workers is of prime importance to us. In order to ascertain this, we developed a concept to protect and preserve health. This concept is in accordance to the guidelines issued by the Federal Department of Health and Cantonal directions that allow us to open the restaurant and welcome you as our guests once again.

We would like to share those regulations regarding Covid-19 which apply to our property and will forthwith be our „Houserules“.

We thank you for your understanding and your cooperation. We hope that in relation to these rules we can also explain any questions you may have and that you can enjoy a worry-free stay with us.

It is essential for us, as your hosts, to learn if you feel uncomfortable with the taken measures or if there is anything else that would make your stay more meaningful or comfortable, therefore please share your ideas and concerns with us.

Brigitte Hoefliger – von Siebenthal, Christian Hoefliger – von Siebenthal und Manfred Spengler are at all times at your disposal for a talk or to learn about your concerns and they will give you their undivided attention.

...disinfect your hands – a station with disinfectant is set up at the Lobby for you to disinfect your hands prior entering the restaurant. The same applies in all other areas of the hotel.

...Cleaning and disinfection- is done frequently at even more regular intervals. Daily all door handles are disinfected twice, your room keys are cleaned prior to your arrival.

...Distancing – distance from person to person or tables are kept to wherever possible. Obviously this distance can't be kept to when serving our guests, but we try to limit the proximity to the shortest possible time. In that period all service associates are requested to refrain from speaking. In this context you are welcome to inform us if the distancing is insufficient for your expectations.

...Working with face masks – we have decided to abstain from wearing face-masks for all our associates, simply because we believe this would make for a more relaxed stay. For certain procedures and in special situations the wearing of face-masks is unavoidable, this for the protection of all our esteemed guests and associates. We prefer to refrain from this in the restaurant service. If you don't feel comfortable with this approach, please let us know so that a mutually beneficial solution can be found..



...Restaurant – of the Romantik Hotel Hornberg is until further notice only open for in-house guests and the à la carte Restaurant remains closed for external guests. This again to protect our hotel guests health. As hotel guests you are of course entitled to use the restaurant all day and in good weather we also serve you on the terrace.

...Breakfast – is served either by table service or partially from the buffet. Our staff will gladly explain the adjustments and concept that ascertains a 2 metre distance and they are there to assist you for any particular wishes you may have. There might be some moments, where we may have to ask you to wait, should most people want to eat at the same time. Again this is in adherence to the regulations of the department of health.

...Dinner à la carte or part of half-board package – the regular half-board menus will be served in the traditional Hornberg-Quality. We abstain from the salad buffet but will serve you a crispy salad as an alternative, plated service directly from the kitchen. The salad selection is listed on you menu.

All menus, condiment-sets and any other items on the table will be disinfected after each use. We can not setup all tables in the restaurant, by law, so it is possible that this leads to congestion for a short time. Should this happen we shall inform you of the situation and we thank you for your understanding.

By the way, it is possible to dine in our „Hüttli“!

...Tables in the Restaurant – we have decided to abstain installing partitions between tables but have as a result to insist that guests can only be seated on tables with the appropriate regulated distance.

...Reception – our front-office staff are at your complete disposal during the regular operating hours, however here again, the legally approved number of staff is in relation to the size of the working area, and is limited to two receptionists at a time.

...Newspapers and magazines – will still be made available, please help yourself. We do advise however that according to the department of health these journals or papers are considered a potential source of carrying bacteria or viruses. For this reason we recommend you disinfect your hands prior and after reading. The sanitizing station is in the lobby close by.

...Mini Bar –for your own protection we recommend to wash your hands prior and after use of the mini-bar. Should you prefer us to remove the content, kindly let us know.



The following limitations of persons apply:

In the sauna area maximum 8 persons, for each cabin 2 persons at one time maximum.

At the relaxation room, 3 persons maximum

In the indoor pool area 10 persons at any one time, of these maximum 8 persons may be inside the pool at a time.

No need to remember these numbers, appropriate and detailed signage is on all the access doors.

...Massages – can be booked as usual. We allow adequate time between two treatments to disinfect the entire room. In addition our masseurs are applying the legally advised protection concept and if you prefer they will wear face-masks for your comfort and protection.

...Fitness – the fitness centre at the nearby Golfhotel & SPA is open for your use. Kindly disinfect the equipment that you have used with the disinfectant placed near each equipment.

...Other leisure activities – The tennis courts and the golf course are open. All hiking trails in the region are open. The cable cars to the various mountain tops are not yet open, anticipated date of re-opening in a staggered way is 8th June 2020.

The E-Bikes, property of the Romantik Hotel Hornberg, can be used free of charge as in the past.

...we adhere to the safety concepts and rules that **Hotelleriesuisse und Gastro Suisse** have established and all our employees and associates have received the respective training.

...Should you have symptoms that could indicate an Covid-19 or fall ill carrying Covid-19, we recommend you check-out or we may have to isolate you in your rooms, out of respect to other and vulnerable guests and in order to contain the virus.

It goes without say that all the rules and regulations or changes to the above are adapted in accordance to developments, information and advice from the Federal Council and the Federal Department of health.

We hope to have given you with these informations a pragmatic guideline.

Despite all these points and of utmost importance to us all: we, the entire team, look forward to welcome you albeit the difficult situation and we wish you from the bottom of our hearts a pleasant stay,

Cordially,

Brigitte & Christian Hoefliger von Siebenthal