

Current COVID-19 ordinance

Bad Ragaz, 16 April 2021

Dear Guests

The Federal Council considers the measures taken so far to contain the pandemic to be successful and, on 14 April 2021, partially relaxed the measures in effect concerning the containment of COVID-19. As a result, we are very pleased to be able to expand our range of services again. The wellbeing of our guests and our employees always take top priority in everything we do.

The Grand Resort Bad Ragaz continues to fully support the decisions of the Federal Council. In order to inform you in detail and provide answers to as many questions as possible, we have compiled an overview of the situation at the Grand Resort Bad Ragaz. Despite all of the requirements and measures still in place, we aim to make your stay as enjoyable and colorful as possible. We want you to savor wonderful moments of indulgence during your break from the everyday. Please note that changes may occur at short notice.

Below you will find the necessary measures and opening hours of the Grand Resort Bad Ragaz valid from Monday, April 19, 2021.:

Grand Hotels

The Grand Hotels of the Grand Resort Bad Ragaz may maintain their operations for hotel guests and external guests by upholding the protective and hygienic measures taken in the public areas. External guests may access only the terraces of the restaurants **verve by sven**, **Olives d'Or** and the **gladys** golf restaurant as well as the terraces of the **bars in the Grand Hotel Hof Ragaz** and the **verve by sven Bar** in the Grand Hotel Quellenhof. The indoor areas of all restaurants and bars remain reserved for hotel guests. Furthermore, no more than four people may be seated at a table (except for families with children).

Please refer to our website at www.resortragaz.ch for information about the restaurants' opening hours.

In addition, our **room service** is available to you around the clock.

- The **Helena pool**, the **sports pool** and the **family spa**, as well as the **sauna area** in the thermal spa, remain open to hotel guests. Please refer to the current weekly schedule for information about the opening hours.

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- The **Tamina Therme** is open for **hotel guests** every **Friday and Saturday from 12 noon to 6 pm** and on **Sunday from 12 noon to 4 pm**. Visiting the Tamina Therme is no longer possible after checking out of the hotel. Access requires an active room card. The changing areas will remain closed.
- The **Body & Sports** fitness area remains open to our hotel guests during regular opening hours.
- The **Hair Spa, beauty treatment** and **massages in the thermal spa** are open to external and hotel guests.
- The **Children's Villa** is open.
- The **shops** in our shopping arcade are open during regular opening hours. The **shops** in the Tamina Therme are open daily from 11 am to 6 pm.

Medical Health Center Bad Ragaz

The Medical Health Center is open.

Clinic Bad Ragaz

The Clinic Bad Ragaz is open.

BENEFIT fitness center

The BENEFIT fitness center is once again open to all guests during regular opening hours. The indoor group courses are limited to a maximum of 10 people. Exercising on the equipment does not fall under this rule. Masks must be worn in the entire area of the BENEFIT fitness center and a minimum distance of 1.5 metres must always be maintained. The number of guests that may be present in the fitness center at any one time is limited.

Tamina Therme Bad Ragaz

The Tamina Therme remains closed for visitors not staying at the hotel. The Tamina wellness services (massages and beauty treatments) are available to external guests daily from 9 am to 6 pm (appointments must be made in advance by telephone or online). Café Therme will be offering a takeaway service and serving guests on the terrace every day from 9 am to 4 pm starting on **Friday, 23 April 2021**.

Casino Bad Ragaz

The Casino Bad Ragaz resumes operations – but with restrictions. The Casino is open daily from 12 noon to 3 am – at the weekend until 4 am. The Golden Wave Bar remains closed. There is no beverage service. The number of guests in the Casino at any one time is limited to 90. The Casino Bad Ragaz offers you, dear guests, a live ticker (www.casinoragaz.ch) that you can use to check the current number of guests before your visit. This helps to avoid waiting times. A minimum age of 18 and a valid ID are required for admission. Further information on opening hours and safety measures can also be found on the website.

Golf clubs

The golf courses of the Golf Club Bad Ragaz and Golf Club Heidiland are in excellent condition. The golf season has already started. The two driving ranges are also open. We offer our guests and external visitors delicious meals from our outdoor kitchen on the terraces of the Gladys restaurant (Golf Club Bad Ragaz) and the Golf Bistro (Golf Club Heidiland). They are open daily from 11 am to 7 pm. Also open are the minigolf course and the tennis courts.

Events

Cultural events at the Grand Resort Bad Ragaz can resume on a limited scale. We are allowed to host events in our indoor facilities to entertain our hotel guests; however, the number of attendees is limited. Masks must be worn at all times, indoors and outdoors, and a minimum distance of 1.5 metres must be maintained. This does not apply to families or people living in the same household.

Seminars and private events

Private events and seminars are allowed again to a very limited extent. Private events, seminars and other functions can be held indoors. The number of attendees is limited to a maximum of 15. However, there is no catering available for the time being.

We will also keep you informed about any additional steps to be taken. We will be happy to answer any questions you may have regarding the coronavirus or the measures we have implemented at any time.

In addition, we **require that masks be worn at all times** in all areas of the Grand Resort Bad Ragaz and cannot accept medical certificates that exempt anyone from the obligation to wear a mask. In these cases, we are forced to refrain from providing accommodation. It is also the case that safety reasons prevent us from granting you access to the resort without a mask. All public premises of the Grand Resort Bad Ragaz are affected, including the wet areas in the thermal spa (Helena pool and family spa) and Medical Health Center (no mask must be worn when taking a sauna or steam bath or when swimming).

In the aforementioned cases, the Grand Resort Bad Ragaz invokes its **householder rights**, which allow private individuals and private undertakings to define the conditions under which a contract can be concluded. Such policies are therefore neither illegal nor a violation of customs and conventions (Article 20 of the Swiss Code of Obligations).

Furthermore, as an employer, we are obligated to take **protective measures** in regard to our staff. Particularly in the case of treatments in the spa area, which are characterized by special proximity between the person administering a treatment and the guest, the obligation for guests and employees to wear masks also serves to **protect the employees**.

We hereby inform you, dear guests, that by accepting this document you tacitly agree to the above-mentioned conditions and thus accept our contractual agreements. Please note that despite all of our precautionary and protective measures, the possibility of contracting COVID-19 in our establishment cannot be absolutely excluded. In such cases, the Grand Resort Bad Ragaz does not accept liability under any circumstances and refuses any subsequent financial claims, including those resulting from restricted services.

We will be happy to answer any questions you may have regarding the coronavirus or the measures we have implemented at any time.

Warm regards



Patrick Vogler
CEO



Marco R. Zanolari
General Manager of the Grand Hotels



Dr. Stefan K pfer
Medical Director