

# ST MORITZ

SUMMER OF SOCIALLY DISTANCING

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# WELCOME BACK

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# Welcome to St Moritz

We have made preparations to reopen with the health and safety of our guests and team members in mind. We have opened our hotel, villas and apartments whilst adhering to social distancing requirements. New contactless guest arrival and departure and enhanced housekeeping and hygiene protocols designed to safeguard public health and safety and minimise any transmission risk are in place.

**This welcome pack outlines some of the measures we are able to take to adjust our operations and protect the health of our guests and team members. It also includes important information on your stay with us, please read fully especially if you have stayed with us before as it outlines changes in our operations.**

Should you need any assistance during your stay please call reception on 0 from your in-room telephone or by calling 01 208862242 from outside the property.

## ARRIVAL AND DEPARTURE

The remaining balance for your stay has been charged to the card secured on file. We will also use this same card for any incidentals incurred during your stay and an invoice will be sent on the day of your departure. Our bar, restaurant and Spa will operate a 'Pay as you Go' and will not charge to rooms.

When departing St Moritz, we ask that you leave your keys in your room/door at 10am. The housekeeping team will require immediate access to your room to maximise the cleaning and sanitation time before the next arrival. No late check outs will be authorised at this time.

## YOUR ROOM

All rooms are located in the white building opposite reception. Please see enclosed map to locate your room.

Inside the room there is a wardrobe containing a mini-bar fridge. The milk and water are complimentary and can be replenished on request. Due to our Covid secure protocol we have emptied the mini-bar, should you wish us to fill it for you, there is a list of mini-bar items that are available, please call reception to order.

Your room has the full sky package. The pin for Sky Movies is 2242.

There is complimentary Wi-Fi throughout St Moritz.

Your telephone can be used to reach reception on 0 or to dial an outside line by first typing 9.

Beside the bathroom light switch is a small circular button, this is for the towel rail. Once it is switched on the button will glow red and the towel rail will heat on a timer until it switches itself back off again.

Iron and ironing boards are available on request, please call reception.

We have produced a covid ready document for your reference: <https://covid-ready.stmoritzhotel.co.uk/>

## HOUSEKEEPING & MAINTENANCE

**Your room has been thoroughly sanitised with enhanced hygiene and housekeeping protocols used, Room services are taking place every other day by our Housekeeping team. Servicing takes place between 9am – 12 noon and rooms must be vacated for our team to enter.**

Your service will include:

Fresh towels, Surface sanitisation, Bathroom clean, Vacuum, Rubbish removed and Amenity replenishments.

If you would like to opt out of a room service, please notify our reception team.

Hand sanitiser is located in the bathroom adjacent to the hand wash.

A hand sanitiser dispenser is available at every entrance and exit for guest use. Communal areas and toilets are sanitized every 30 minutes. our Covid ready page can be found here: <http://covid-ready.stmoritzhotel.co.uk/>

Our maintenance team are on site between 9am to 6pm Sunday to Wednesday and 09:00 to 20:00 Thursday to Saturday. Should you require any assistance please call reception. Our maintenance team will not enter any occupied property unless in an emergency.

## LEISURE FACILITIES

**The outdoor pool** will be available from 10.00 – 18.00 daily (weather permitting. There is no pre-booking requirement, however there will be a capacity of around 20 swimmers at a time. Swimmers must adhere to social distancing rules and guidelines at all times and be courteous of other swimmers at all times.

Towels are available be in the leisure attendants hut and placed in the towel bin on departure

Guests must sign in before entering the pool area and arrive appropriately dressed from their accommodation as there are no changing facilities available

**The indoor pool** is open 08.00 – 19.00 daily and must be pre-booked using the following link: <https://leisure.stmoritzhotel.co.uk>. Bookings may be made 48 hours in advance of your stay and for the duration of your stay (this may be altered to allow fair usage to all of our guests). The pool is divided into two halves- the main pool and the family pool. Swimming slots are on the hour and also quarter past the hour for 45 minutes and are per household only. Guests must leave their session promptly to allow our staff 15 minutes to clean the area before the next guests arrive.

A leisure attendant will greet you with towels. Used towels are to be left in the bin on departure. Guests must sign in before entering the pool area and show proof of accommodation e.g. a room /Villa / apartment key. Changing rooms will remain closed, guests must arrive appropriately dressed. Before leaving your accommodation please shower and use hand sanitiser before entering the pool area. A mixed gender toilet will be available which will be sanitised after each swimming slot.

The indoor pool will be entered and exited via the outside french doors.

**Gym & Tennis Court** is open 08:00 to 20:00 and must be pre-booked using the following link <https://leisure.stmoritzhotel.co.uk> these facilities may only be booked 24hrs in advance. Unfortunately we cannot supply tennis rackets and gym users are responsible for sanitising the equipment after use.

This is the only Covid Secure way to operate our swimming pools, Gym and Tennis court. Please expect limited use during your stay and be courteous to other families to allow fair usage.

The Sauna, Steam Room, Jacuzzi ,Children's Games Room and Mini Moritz Activity Club remain closed.

## COWSHED SPA

The Cowshed Spa is open daily for treatments and products. Facial treatments will resume from 1st of August. The Spa reception is open from 0800 to 18:30 daily and can be contacted on 01 208 869800

## DINING

Our Shorecrest restaurant will be serving Breakfast, Lunch and Dinner on a pre-booked only basis. If you have not already booked, please contact reception to book your preferred time

**Breakfast times** are available from 8:00 at 15-minute intervals until 11:00. Bookings are essential as walk-ins will not be allowed.

**Dinner times** start at 18:00 at 15-minute intervals until 21:00 Bookings are also essential, and walk-ins will not be allowed.

There will be a one-way entrance system via the main reception and exit via the exterior stairs.

## DUTY MANAGEMENT

There will be one on call Duty Manager available to assist with any emergencies and can be contacted via telephone by calling 0 from your in-room telephone and will assist with any issues that may arise. The Duty Manager will not enter any occupied rooms unless in an absolute emergency.

## FIRST AID

First Aid Responders will be on site daily. Simple first aid care will take place outdoors where possible. First Aiders will only enter occupied rooms and self-catering properties where absolutely necessary. Our First Aiders will symptom check individuals before attending minor injuries however, we will not attend any individual that suddenly develops any symptoms of Covid 19. Suitable PPE will be worn in these instances.