

ST MORITZ

01208 862242 stay@stmoritzhotel.co.uk
@stmoritzhotel.cornwall

WELCOME BACK

ST MORITZ

Welcome to St Moritz

We have made preparations to re-open 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 placed in the extra cupboard in your hotel pod.

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 day by our Housekeeping team between 9am – 12 noon. Rooms must be vacated for our team to enter. Please note we are operating minimal contact servicing therefore, your belongings will not be moved. If you would like to opt out of servicing during your stay please notify our reception team.

There will be no service provided on Christmas Day however, replenishments are available on request until midday.

A hand sanitiser dispenser is available at every entrance and exit for guest use. Communal areas and toilets are sanitized throughout the day.

Our maintenance team are on site between 9am to 6pm daily. Should you require any assistance please call reception. Our maintenance team will not enter any occupied property unless in an emergency.

LEISURE FACILITIES

The **indoor pool** is open from 07:00 – 19:00 daily with adult only swim times between 07:00 – 08:00 and 18:00 – 19:00.

There is a strict 20 person capacity and all swimmers must adhere to social distancing. Maximum swimming time permitted is 1 hour to allow fair usage amongst all guests.

Guests must sign in before entering the pool area and show proof of accommodation e.g. a room / villa /apartment key. Please sign in at the Cowshed Spa desk and collect a wrist band to enter the swimming pool. Wrist bands must be returned after your swim to allow the next guests access. If all wristbands are in use we ask you kindly to return at another time to use the swimming pool as the capacity has been reached.

Please shower and sanitise your hands before entering the pool.

A leisure attendant will greet you with towels. Used towels are to be left in the bin on departure.

The **Gym & Tennis Court** are open from 07:00 to 19:00. These facilities must be pre-booked using the following link <https://leisure.stmoritzhotel.co.uk> You can book these facilities in advance of your stay. Unfortunately, we cannot supply tennis rackets and gym users are responsible for sanitising the equipment after use.

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

COWSHED SPA

The Cowshed Spa is open 09:00 – 20:00 daily for treatments and products. The spa reception can be contacted on 01 208869800. Please see below festive opening times:

Christmas Eve – 09:00 – 17:30

Christmas Day – Closed

Boxing Day – 09:00 – 18:30

New Year's Eve – 09:00 – 17:30

New Year's Day – 09:00 – 17:00

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.

Lunch is available from 12 – 18:00.

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.