

WELCOME TO THE DELTAPARK

Important information about your stay

Dear guests,

At the Deltapark Vitalresort your vitality and health are our top priorities. In the current Corona situation, it is important to follow the rules and recommendations of our health authorities and to limit social contacts as much as possible. Our Vitalresort thrives from the exchange with our guests and the interaction with YOU. Unfortunately, these interactions are limited at the moment. We thank you in advance for your cooperation and compliance in this matter. Hopefully we are back to "normal" soon. Rest assured that we will do everything to make your stay as comfortable and enjoyable as possible.

General mask wearing obligation

Smile - your eyes sparkle when you do!

Our primary goal is to provide you and our employees with the best possible protection, while at the same time helping to contain COVID 19.

A mask must be worn in interiors open to the public.

For your stay or visit in the Deltapark this means:

- Masks must be worn in all publicly accessible areas of the hotel.
- **Excluded** from the mask obligation:
 - Restaurants & Bar as long as you are sitting at a table
 - Fitness and gymnastics room
 - In the brine bath & outdoor pool, provided the 1.5m distance rule is observed.
 - In the saunas & steam baths, provided that the 1.5m distance rule is observed.
 - Children under 12 years
 - Persons who can prove that they cannot wear a mask for special (especially medical) reasons

We ask you to bring your own mask.

In case you have forgotten your mask, we provide masks at the reception for the selling price of Fr. 0.50. Scarves or other textiles are no substitute for a mask.

We would like to welcome you with a smile, because a smile says more than a thousand words. We thank you for your understanding that - for the time being - our smiles are hidden behind a face mask...



Spa / Fitness

In the Deltaspa, **masks are mandatory** in the following areas: Entrance area, wardrobes, on the loungers, in the relaxation rooms, in the foyers of the sauna facilities, during treatments (if possible, except facial treatments).

No masks are required: in the pool of the brine bath & outdoor pool, in the saunas & steam baths, fitness room, gymnastics room. Please observe the safety distance of 1.5m (approx. 6ft).

Saltwater pool & outdoor pool

Opening hours:

Monday-Sunday 7.30 am-9 pm

Please observe the safety distance of 1.5m. Please adhere to the maximum number of people allowed (visible at the entrance). No kids allowed. Pool areas are NOT supervised. Use at own risk. You will need your room card to access the spa area.

Spa and Sauna zones

Opening hours:

Monday-Sunday

Textile spa area: 9 am-9 pm

Nudist spa area: 11 am-9 pm

Please observe the safety distance of 1.5m (approx. 6ft). Please note the maximum number of people allowed (visible at the entrance).

According to FOPH regulations we are not allowed to offer self-service snacks & drinks in the spa area.

Private Spa Suites

Opening hours:

Monday-Sunday 9.30 am-9 pm
(last reservation at 6 pm)

Please arrive at the appointment wearing your bathrobe; our staff will explain the use of the suites in detail.

Treatments

All cosmetic & massage treatments are available for reservation

(as shown in our spa brochure).

Please arrive at the appointment wearing your bathrobe and disinfect your hands before every treatment. We recommend the use of a protective masks (available at spa desk). Our therapists work with protective masks.

Fitness

Opening hours:

Monday-Sunday 7.30 am-9 pm

Please observe the safety distance of 1.5m (approx. 6ft) At least ONE unoccupied work out machine between each guest. Please adhere to the maximum number of people allowed (visible at the entrance).

Always cover your work out station with your towel and disinfect it before and after use.

Wellness basket

In your room you will find your spa basket with bathrobe, bath towel and slippers. Please change in your room before visiting the spa. After use, leave your spa towels in the bin provided at the spa exit.

No children in the spa/pool

Access to the pool and spa area is **not permitted** to children under 12 years of age. 13-16 year old only when accompanied by an adult. There is no lifeguard on site.

Group courses

You are welcome to participate in our group course programme free of charge. Please register in advance. The number of participants is limited to 5 people.
www.deltapark.ch/courses



Restaurants

Masks are mandatory in the restaurants & bar. Masks are not required as soon as and as long as you sit at the table. Please wait at the restaurant entrance until one of our staff shows you to your table. Please disinfect your hands before entering all restaurants.

Breakfast at the “hotelrestaurant”

Breakfast times:

Monday-Friday 6.30 am -10.30 am

Saturday 07.30 a.m – 10.30 a.m

Sunday 7.30 am-11.30 am

Unfortunately, room service is not possible. The number of guests in the buffet area is limited.

Dinner / Half board

Dining hours:

Monday-Sunday 6 pm – 8.30 pm

Allergies

Please report sensitivities and allergies to the reception in advance. Our chefs are also happy to prepare gluten and lactose-free dishes.

Room Service

(We serve meals between 12 noon-2 pm + 7.30-10 pm)

You will find our room service offer in your room. Please note that we deliver the ordered items to your room door, but are not allowed to enter the room.

À-la-Carte Restaurant Delta

Opening hours:

Tuesday-Saturday 11 am–10 pm

Sunday+Monday 11 am–5 pm

Gourmet Restaurant

Opening hours:

Friday+Saturday 6 pm-11 pm

Last order at 6.30 pm

Deltaverde Thai restaurant

Opening hours:

Saturday+Sunday

11.30 am – 1.30 pm +
6 pm – 11 pm

Thursday, Friday, Monday

6 pm-11 pm

Reservations are possible at 6pm or 8.30 pm.

Refreshment Corner

Mineral water, coffee and tea are available for in room consumption at the refreshment corners opposite the elevators on level 1 and 2. Please leave used dishes in your room.

Deltalounge & Bar

Opening hours:

Monday-Sunday 11.30 am-11 pm

We serve meals until 10 pm

If there are more than 4 persons per table, we must note the guest data from one person. Please keep the 2m distance between tables/chairs.

Special opening hours:

26.01.-04.03.21: closed

The restaurant is located in the spa building. Table reservations are mandatory.

Rooms / Cleaning / Laundry

Change of bed linen

Your linens are changed after three days. Contact front desk if you would like an earlier change. Housekeeping will work with PPE and only when guests are not present in the room.

Ironing board / Iron

Ironing boards and irons are available free of charge. Please note that housekeeping and room attendants wear face masks. After use, please deposit the ironing set outside your room door.

Laundry service (8.30 am-6 pm)

There is a laundry bag and price list in your room. Please complete the laundry form and drop your laundry at front desk. Clean laundry will be delivered to your room. The hotel cannot be held liable for damaged or lost items.



Various informations

Check-In

Rooms are ready from 3 pm (lake villas from 4 pm).

Due to corona distancing rules, we do not accompany our guests to the rooms at the moment, unless specifically requested by guests in need of assistance.

Check-Out

Please vacate your room by 11 am at the latest.
In order to avoid longer waiting times and queuing, we suggest you settle your bill in advance.

W-LAN

Wireless LAN is available free of charge. You can log into the network "Deltapark Public" or "Deltapark Rooms". You find the login credentials on your key card cover.

Smoking

All rooms are non-smoking. Smoking is permitted on the balcony with the balcony door closed only. In case of unauthorised smoking in the room, a cleaning charge of CHF 250.00 will be added to your bill. There is a climatized Cigars Smoker's Lounge on the third floor. Please contact the bar staff to gain access.

Flu symptoms – what should I do?

If you notice any symptoms that indicate a respiratory disease, cold or flu, please contact front desk immediately. Front desk is occupied 24hrs. Should you experience symptoms before starting your journey, it is advisable to get medical advice and cancel your reservation.

Emergency

Call front desk (button on room telephone or internal number 1700) so that we can help you immediately. The escape plan is on the back of your room door.

Transfers

A transfer from and to the train station Thun or Spiez is available free of charge.

Please note that for safety reasons the driver as well as the guests must wear protective face masks. Face masks will be provided for you.

Payment

We ask you to pay with credit or debit card and contactless whenever possible.

Digital guidebook

You will find all a lot of useful information concerning our resort in our digital guidebook «Code2Order». As soon as you scan the QR code below you have the option to access this service:

Please do not hesitate to contact us at any time for further information.

The Deltapark **Covid Protection Plan**, where all measures for compliance with the regulations are listed, is available for your inspection at any time. Simply ask front desk or have a look at the document here: www.deltapark.ch/news.

We wish you a stay that "enhances your wellbeing"!
Feel at home and have a great time!

Yours sincerely,



Mirco Plozza, General Manager



Rudolf Rath, Ass. General Manager

...with the Deltapark-Team

