

# Hotel Procedures

## Front Desk

**970-445-1488 (for texting only)** - text concierge is an easy way to get ahold of guest services quickly and efficiently - please reach out 24/7 Or call front desk by dialing "0" for any questions or requests

**Check-out:** To minimize the contact we ask that the guests check their folios on TV prior to check-out or request emailed folio for review.

There will be a key drop box in the lobby by the main door where guests can drop off their keys upon departure.

**For luggage assistance at check out:** Contact our bell team 15 minutes prior to your departure and ensure luggage is organized by the front door

## Restaurant & Room Service

Guests are required to wear a mask upon arrival and departure of restaurants.

At this time, we are asking all guests to make reservations for **Ludwig's Breakfast** and for dining at the **Bully Ranch**. Reservations can be made directly through our concierge via extension 5429 or online via OpenTable.

Parties larger than 8 people are not permitted. In the event of parties larger than 8 people, we will split into 2 different tables, in accordance to social distancing rules.

**Ludwig's** will be open from 7am to 11am, Mon-Sat & 7am-12pm, Sun for breakfast and will be served a la carte style only.

**Bully Ranch** will operate as normal from 11am to 10pm while implementing recommended safety guidelines from the county. The bar area in the Bully Ranch will only be open for pick-up orders.

**Room Service** will be available from 7am to 10pm. To maintain social distancing, we will provide your order at the door (on a table or tray) for you to bring inside and the check can be signed at the door. Please set your table or tray outside of your room when you are finished and call room service for pick up.

## Spa

Spa facilities including the pool, hot tubs and fitness area will be open from 7am to 9pm. Spa Desk is open 9am-7pm.

At this time lockers and showering facilities will not be available in the locker rooms. Please change clothing and shower in your guest room.

In order to enter the spa, it will be mandatory for all guests to wear a mask.

Masks must remain on at all times during treatments, in the upper relaxation area, and the fitness facility.

Masks may be removed while swimming, in the hot tub and outdoor lounging area as long as social distancing is practiced.

Maximum occupancies will be limited in the pool, hot tubs, and fitness facilities, with appropriate signage to guide guests.

Pool lounge chairs will be spaced at least 6 feet apart between parties. **Pool Usage by RESERVATION ONLY**

Towels will be available from our Spa Concierge. Please deposit used towels into a laundry bin.

A spa liability release form will need to be signed by our non-hotel spa guests.

## Housekeeping

Daily service will continue as usual, however, due to social distancing guidelines, housekeeping staff cannot be in the room at the same time as guests. We ask that you please alert the front desk or housekeeping staff of a timeframe when housekeeping can clean each day or provide this timeframe upon check-in.

Turndown service will not be available at this time, however, Natura water and ice deliveries will be available upon request.

For guests staying a longer duration, linen changes will occur every 5th day unless requested earlier.

Decorative bedspreads, decorative pillows will be removed from rooms and Mini-bars will not be accessible at this time.

# The Sonnenalp Post

September 14 - September 20, 2020



## This Week at the Sonnenalp

Reference this guide for all things happening at the Sonnenalp this week!

## WEATHER

Mon 9/14	Tue 9/15	Wed 9/16	Thu 9/17	Fri 9/18	Sat 9/19	Sun 9/20
--   45°F	75°   44°F	76°   44°F	75°   46°F	74°   48°F	69°   44°F	66°   40°F
Partly Cloudy	Mostly Sunny	Mostly Sunny	Mostly Sunny	Mostly Cloudy	Partly Cloudy	Mostly Sunny

## FEATURED

### King's Club

Open 5pm-10pm, Fri-Sat

### Entertainment

Friday | 7pm-10pm

Kevin Danzig

Saturday | 7pm-10pm

John Dunn



## TRIVIA

What is the approximate elevation on the tree line in Colorado?



# Sonnenalp Spa Special

20% OFF All Facials  
& Massage Treatments  
*Including Upgrades*

15% OFF Manicures  
& Pedicures

Valid for Appointments 9/7-10/1, 2020  
Monday-Thursday Only



## MEET THE TEAM

### SARAH SALOMON

Director of Human Resources |

#### Tenure with the Sonnenalp:

4.5 years

Sarah definitely takes advantage of living in the Rocky Mountains. She enjoys skiing, rock climbing, skinning and even gave ice climbing a try in East Vail. Sarah recently crossed off a bucket list item when her and her husband Heli skied at K2 in British Columbia.



### LEARN GERMAN

Falling Leaves -  
fallende Blätter

### NEWSPAPER SERVICE

Complimentary during your stay. Choose between an online version of the New York Times or Wall Street Journal. To access this service, you must be connected to our WiFi.

[wsj.com/access/sonnenalp](http://wsj.com/access/sonnenalp)  
or  
[NYTimes.com](http://NYTimes.com)

### INTERNET INSTRUCTIONS

**IN YOUR ROOM:**  
Select Sonnenalp from the available networks and log-in using your name and room number, no password required

**LOBBY OR OUTLETS:**  
Select Sonnenalp\_Outlets from the available networks and log in with password: **smile2020**



## September Kids Club

Friday Nature Art

Autumn Nature Art & Play \$25/child  
4pm - 6pm

Saturday Glow Night

Glow in the Dark Art & Games, Music,  
Dinner & Movie Night  
\$60/child & \$35 additional siblings  
4pm - 8pm

Please contact Kate Morris, Activities Coordinator or the Concierge for additional information or to reserve a spot. [kmorris@sonnenalp.com](mailto:kmorris@sonnenalp.com)

Activities: 970-479-5448

Concierge: 970-479-5429



**Bully Ranch**

## Bully Ranch is open!

Round-up friends for lunch or dinner to enjoy our Southwestern and American menu. Bully Ranch provides a warm respite after a day of mountain adventure.

Warm up with our famous mudslide, or feast on our renowned burgers and sandwiches. Bully offers a beautiful patio in the summer!

**Reservations: Recommended**  
**Hours: 11am - 10pm, Daily**  
**970-479-5460**

## TRIVIA ANSWER

12 000 '21