

# 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 28 - October 4, 2020



## This Week at the Sonnenalp

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

## WEATHER

Mon 9/28	Tue 9/29	Wed 9/30	Thu 10/1	Fri 10/2	Sat 10/3	Sun 10/4
54°   31°F	67°   36°F	68°   36°F	65°   36°F	66°   38°F	64°   36°F	64°   36°F
						
Sunny	Sunny	Sunny	Sunny	Sunny	Sunny	Sunny

## FEATURED

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*



**Sonnenalp Spa**  
where Vail comes to relax™

## TRIVIA

What is the name of the tallest mountain in Colorado?





# King's Club

Open 5pm-10pm, Fri-Sat

## Entertainment

Friday | 7pm-10pm

Kevin Danzig

Saturday | 7pm-10pm

Kevin Danzig

## MEET THE TEAM



### MERAL WELSH

Reservations Manager

#### Tenure with the Sonnenalp:

5.5 years

Meral came to the Sonnenalp Hotel all the way from Turkey. She has been working in the Vail Valley for 9 years. In her free time, she likes to drink coffee, hangout with family, enjoy the outdoors, and drink more coffee.

## LEARN GERMAN

The Weather is Getting Colder -

Das Wetter wird kälter

### 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 or  
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**



## October Kids Club

### Friday Nature Art

Autumn Nature Art & Play

\$25/child, 4pm - 6pm

### Saturday

Halloween & Autumn Art & Games,  
Music, Dinner & Movie Night

\$60/child & \$40 additional siblings  
4pm - 8pm

### Scenic Drive and Train Ride

Oct. 2nd, Hotel Departure 11am  
Approx. Hotel Return 5pm. Cost \$125/pp

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

## Walking & Hiking Tours

Escape the village and experience our beautiful mountain surroundings on a peaceful hike along forest trails and in local open spaces.

Our professionally guided walks & hikes are uplifting, informative, surprisingly relaxing and provide just the right amount of challenge for any skill level.

### OCTOBER GROUP TOURS

TUESDAY HIKE

10:00AM - 1:00PM \$60

THURSDAY HIKE

10:00AM - 1:00PM \$60

THURSDAY HIKE

2:00 PM - 4:00PM \$40

SUNDAY HIKE

10:00AM - 12:00PM \$40

ALL ACTIVITIES ARE BY RESERVATION.  
TIMES ARE ROUND TRIP INCLUDING  
TRANSPORTATION!

## TRIVIA ANSWER

Mount Elbert at 14,440ft