

# 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 5523 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 11pm 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 11pm. 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 Mon-Sun 9am-7pm, Ext. 5404

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.

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.

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








March 1 - March 7, 2021



## This Week at the Sonnenalp

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

## WEATHER

Mon 3/1	Tue 3/2	Wed 3/3	Thu 3/4	Fri 3/5	Sat 3/6	Sun 3/7
37°   16°F	44°   19°F	48°   27°F	35°   23°F	46°   22°F	50°   27°F	43°   28°F
						
Sunny	Sunny	Sunny	Snow	Partly Cloudy	Partly Cloudy	AM Snow Showers

## FEATURED

### Sonnenalp Spa

Come relax and  
treat yourself to a  
massage or facial.

*Please call Ext. 5404 to make a  
reservation.*



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

## TRIVIA

What is the elevation of  
Vail, Colorado?





## MEET THE TEAM

### JEFF HULSE

*Bellman*

**Tenure with the Sonnenalp:**  
19 years

Our jack-of-all-trades bellman from the Philippines manages to greet every hotel guest and fill in as in-house photographer when needed while still managing to log 100 days a year on his mountain bike.



## Sonnenalp Kids Club

Ages 4 - 11 years Old

In Vail, kids have an all-access pass to fun & nature. Parallel to our adult adventures, our kids adventures are filled with exploration, discovery and education, and tailored to each family's needs. Geared to take advantage of our beautiful and healthy environment, our programs include exploratory nature walks, educational points of interest, arts & crafts and plenty of fresh air. All kids club activities are by reservation and limited to 6 kids!

**PLEASE SIGN UP WITH THE CONCIERGE.**  
**ALL ACTIVITIES ARE BY RESERVATION.**  
**TIMES ARE ROUND TRIP INCLUDING TRANSPORTATION!**

Ext. 5429 or [Concierge@Sonnenalp.com](mailto:Concierge@Sonnenalp.com)

## King's Club

Apres Music by Robert Woodbury  
3:30pm-6:30pm, Fri-Sun

### ENTERTAINMENT

Mon - Chuck Grossman  
Tues - Kevin Danzig  
Wed - John Dunn  
Thurs - Kevin Danzig  
Fri - Kevin Danzig  
Sat - John Dunn  
Sun - John Dunn

### LEARN GERMAN

Tree - Baum

### NEWSPAPER SERVICE

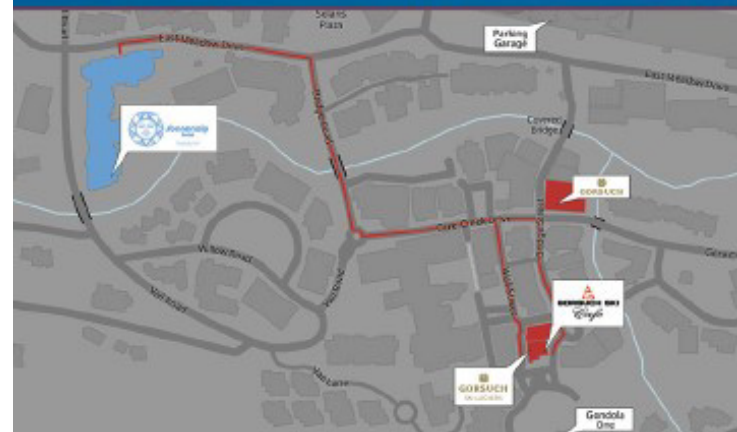
Complimentary during your stay. Choose between an online version of the New York Times or Wall Street Journal. To access this service, you must be connected to our WiFi.  
[wsj.com/access/sonnenalp](http://wsj.com/access/sonnenalp)  
or  
[NYTimes.com](http://NYTimes.com)

### INTERNET INSTRUCTIONS

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

## Sonnenalp Ski Concierge

Enjoy our renowned hospitality at the base of Vail Mountain.  
Located within the Gorsuch Ski Cafe, top of Bridge Street in Vail Village



### Hours: 7am-5pm, Daily

Located at the top of Bridge Street at the Gorsuch Ski Cafe, the Ski Concierge includes a private lounge, secure lockers, concierge service and all the hospitality Sonnenalp is known for. When returning your equipment the day before your departure, please inform the Ski Concierge to return your personal equipment to the hotel that evening.

### TRIVIA ANSWER

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