

KISC concept for operation 2021

The below plan sets out the assessments and adaptations we will make to be able to operate Kandersteg International Scout Centre in line with government guidance. The following rules are in place:

- The social distancing rule (1.5m)
- Events are prohibited
- A maximum of 5 people may take part in gatherings with friends and family indoors. This number of participants includes children.
- Private outdoor gatherings of up to 15 people are allowed.
- The FOPH has a [list](#) of high risk countries and anyone travelling from those countries will need to self-quarantine for 10 days upon arrival to Switzerland.
- It is mandatory to wear a mask in all publicly accessible buildings and inside spaces as well as outside entrances areas of restaurants, shops etc.... (Children before their 12th birthday are exempt from wearing a mask, as are people who can prove that for special reasons, in particular medical, they are unable to wear face masks.

Based on the currently available detailed government information (instructions, approved general concepts, etc.) related to KISC (hotel, restaurant, shop, campsite, programme, etc.) this concept will describe the essential services available to guests, whilst taking into account the reduced number of staff. All services normally offered which are not described here are deemed currently non-essential. Guests will be informed about this in detail.

The concept will be updated once new instructions or approved general concepts become available. After which the guests will be informed. The concept will review the following areas:

- [Guests](#)
- [Shop](#)
- [Reception](#)
- [Catering](#)
- [Guest Kitchens](#)
- [Programme](#)
- [Accommodation](#)
- [Campsite](#)
- [Cleaning and hygiene](#)
- [Staff](#)

Guests

Guests will be informed well ahead of their arrival at KISC that the measures put in place are to ensure that they have a safe experience and the staff have a safe working environment. Guests will also be reminded that if they have symptoms on the day they travel to Kandersteg they should not commence their travel and instead should stay at home. If guests develop symptoms while at KISC, they need to inform the reception staff immediately via another person or phone and isolate themselves (according to BAG guidance) in their rented accommodation. KISC will try to provide separately reserved self-isolation accommodation for guests already on site. KISC will inform the local Doctor immediately so the person can be tested for Coronavirus.

KISC cannot be used as a location for self-quarantine due to our limited services.

The following information will be provided to guests with reservations:

- Information provided is current as per 01.03.2021 and valid in Switzerland. As soon as new information is available it will be shared. Please ensure you adhere to your country's regulations and those in the countries you travel through to get to Switzerland.
- Due to the current restrictive measurements in place, your experience will be different compared to what you have heard or experienced before. KISC will not be able to operate with a full staff team. You will need to prepare differently and bring things with you which under normal circumstances, you would not need to bring.
- Guests need to bring their own disinfectant (including wipes) with them in sufficient quantities for the number in their group and for the duration of their stay for their personal use.
- KISC will be following the recommended hygienic guidance and processes, however, there are certain areas, such as the reception phone which are the guest's responsibility to disinfect before and after use.

For tracing purposes, KISC will continue to require that upon check in, guests leave the contact details of all members staying on site. In the case of a Scout or Guide group, where the leader holds these details, then they are not required to leave the full contact details, but only the name and date of birth of each member. The Swiss government recommend downloading the 'SwissCovid' app:

<https://apps.apple.com/ch/app/swisscovid-preview/id1509275381>

Shop

The physical shop in the chalet will be closed. The e-shop will remain available with a simplified product range. Orders will be shipped once per month. Orders can also be placed online for pick up at KISC.

Reception

When guests are staying at KISC, a reception service will be operated during set times, based from the Gasterntal meeting room in the Kanderlodge. Outside the opening hours an “on call” mobile number will be in operation for any enquiries or emergencies. Groups will need to pay upfront for their stay.

BAG signs will be displayed with the newest information about wearing masks and social distancing. A Perspex screen will be installed between staff members and guests. Hand disinfectant will be available.

Check-ins and payment of bills can only happen during reception open hours.

Catering

KISC will not be providing any catering or food orders during the minimizing of operations.

Guest Kitchens

Guest Kitchens will not be available for rent during 2021.

Programme

No programme will be sold or delivered to guests on site.

Accommodation

The Old Chalet: The old chalet will be closed to guests in 2021.

The New Chalet: The New Chalet will be closed to guests in 2021.

The Tower and Sunneblick: Both the Sunneblick and Tower will be shut. In exceptional cases, consideration may be made to open the Sunneblick for group bookings with a minimum charge of 25 people per night and a minimum stay of 3 overnights.

The Kanderlodge:

The Kanderlodge will be available for group and individual bookings. A sign will be displayed at the entrance to the kitchen to detail the maximum number of people allowed in the room at once. Masks must be worn at all times, unless seated for eating.

The toilets on the ground floor (next to main entrance hall) of the Kanderlodge will be closed, as guests staying at the Kanderlodge should use the facilities provided in their rooms.

The Kanderlodge studios: Will be rented out via Airbnb. There is a minimum of 1 month rental period.

Staff Laundry: Staff processing guest bedding will need to handle it with gloves and wear disposable masks.

Kanderlodge Guest laundry: can be used. A sign displaying the maximum number of people in the room at any time will be displayed at the entrance. Masks must be worn when using the guest laundry.

Campervans

Self-sufficient campervans (including own toilet / shower) can park overnight in the Chalet or Kanderlodge car park.

From the **9th July until the 15th August** up to 5 campervans per night will be possible to stay on the car park, and use KISC sanitary facilities.

Campsite

The Rovergelände campsite will be available from **9th July until 15th August**. There will be a maximum overnight capacity of 50 people per night. Rental equipment will not be available. Signs displaying how many people can be in a bathroom at a time will be displayed at entrances. All showers and toilets will remain in use as they are separated by sufficient cubicles. Signs explaining 1.5m distance must be kept when using urinals or taps will be displayed. The communal showers and toilets will be cleaned and disinfected daily by KISC staff.

Cleaning and Hygiene

We will clean and disinfect all publicly accessible guest areas daily. Staff working areas will be disinfected by the staff before and after using it. Publicly accessible areas such as the offices will be aired 4 times per day for at least 10 minutes.

Cloths used for cleaning can only be used to clean one area / table-top / toilet; they must then be washed or disposed of.

Staff uniform (Pinks and Greens) must be washed regularly. Staff will be advised this means whenever they have come into contact with guests, or at least every 2 days.

Any staff wearing a mask will need to take a 5-minute break every 2 hours, and change their mask every 4 hours. Disposable gloves must be changed hourly or when moving to a different work area. Gloves and masks will be available for staff.

Special bins, dedicated for disposing of Personal Protective Equipment (such as masks and gloves, as well as tissues) will be available for guests in the Kanderlodge.

Staff

This concept will be shared with all staff. A training in each working area will be provided to ensure all staff know what is required from them to operate within the concept.

All staff will be informed about the protective measures available to them.

Masks must be worn by staff in the workplace if there is more than one person in the room.

Where feasible, staff will be required to work from home.

There will be no physical contact between guests and staff. (With the exclusion of medical emergencies.)

In the event of symptoms of illness, staff are sent home and instructed to isolate in accordance to the BAG guidance). Further measures are taken on the instructions of the Bern medical services.

Management inform all staff regularly about the health situation at KISC.

Signed:

Jack Higgins. Director

A handwritten signature in black ink, appearing to be 'J. Higgins', with a long horizontal stroke extending to the right.

Date 01.03.2021