

ENGADINERHOF

All the guests who came "anyway" this winter ensured that this season was not a total write-off for us; a big, warm thankyou to all of them. It was the worst winter since we took over the hotel in 1998. At that time we booked 6,831 nights and had a 47.3% occupancy rate, and this winter we had just 5,722 nights and a 43.2% occupancy rate.

No employees have been dismissed because of this situation. **Bertram** reassured the employees of this right at the beginning of the winter season. Our employees were on hand to help us and supported all the decisions we made, for which we are very grateful! And: all employees will come back in the summer. (Note from **Bertram**: one hand washes the other, doesn't it?)



We won't let
things sap
our enjoyment
of life!



Francisca Melo and Susete Pinto, our head chamber maid, preparing the camper for Bertram

Hotel statistics (used to be Bertram's favourite job)

Winter 2013/14	OS: 11,294	OC: 89.0%	HB: 10,061 = 89.0%	T: 1,483,999.00 = 131.40 per day/guest
Winter 2014/15	OS: 10,614	OC: 84.0%	HB: 9,524 = 89.5%	T: 1,433,374.00 = 135.00 per day/guest
Winter 2015/16	OS: 9,470	OC: 70.2%	HB: 8,558 = 89.5%	T: 1,305,352.00 = 137.85 per day/guest
Winter 2016/17	OS: 9,727	OC: 80.0%	HB: 8,544 = 87.8%	T: 1,336,292.00 = 137.40 per day/guest
Winter 2017/18	OS: 10,048	OC: 77.5%	HB: 8,918 = 88.8%	T: 1,409,905.00 = 140.30 per day/guest
Winter 2018/19	OS: 10,444	OC: 81.4%	HB: 9,166 = 87.8%	T: 1,450,531.00 = 138.85 per day/guest
Winter 2019/20	OS: 9,648	OC: 81.2%	HB: 8,698 = 90.2%	T: 1,399,380.00 = 145.05 per day/guest
Winter 2020/21	OS: 5,722	OC: 43.2%	HB: 5,617 = 97.3%	T: 896,585.00 = 155.35 per day/guest

A decrease of CHF 502,794 corresponds to a 43.05% reduction in turnover. Since any compensation is calculated by the federal government on a yearly basis, we are going to come away empty-handed.

Pizzeria statistics (the next sad thing)

Winter 2014/15:	396,247.60 = 3,274.75 per day
Winter 2015/16:	382,931.10 = 3,245.20 per day
Winter 2016/17:	342,729.70 = 3,306.25 per day
Winter 2017/18:	383,230.00 = 3,220.40 per day
Winter 2018/19:	337,632.50 = 3,185.20 per day
Winter 2019/20:	292,102.80 = 2,950.55 per day
Winter 2020/21:	9,121.60 = takeaway over the holidays

= a fall to CHF 282,981, i.e. a decrease of 96.90%. There is compensation for this from the federal or canton governments. But after the best summer of all time we don't expect very much. We hope at best to cover the fixed costs and employer contributions with the compensation for partial unemployment, but this is rather unlikely. Bertram's conclusion: Everything is fine as long as I have enough money to fill up my Porsche.

OS = overnight stays, OC = occupancy, HB = half board, T = turnover, T/g and d = turnover per guest and day
The occupancy rate does not run parallel with overnight stays as we stayed open for different periods of time.

Statistics by nationality for winter 2020/21

Switzerland: 5422 OS = 93.95%, Germany: 190 OS = 3.3%. Finland*: 147 OS = 2.55%. The modest remainder of 13 OS is spread across Italy and France.

*the Finnish national teams of men and women were our guests for the World Cup races in Engadine.

Anniversary

Our chef **Gianluca Lucchinetti** celebrated his 10th anniversary. A top man! Life played "wonderfully into our hands". We congratulated and thanked **Gianluca** with all our heart and presented him with an engraved **ENGADINERHOF** watch and CHF 1,200.00 as a reward for his loyalty.



Our chamber maids at the end-of-season meal: Andrea Zsiboracs, Giuseppina Maggio, Susete Pinto, Francesca Melo, Melihate Kryeziu, Fatima Santos.

Final meal

Since restaurants are still closed, our final meal took place at the **ENGADINERHOF**.

It was a very personal and simple affair, and the employees partied, as soon as the "oldies" had gone, (note from **Bertram**: meaning, **Corina**) late into the night. (Note from **Bertram**: always with mask and respecting social distancing, I hope!).

Test, test, test

Our mountain canton had a hard time with federal guidelines (note from **Bertram**: **Corina** told me this). For example the obligation to maintain the terraces of the ski areas closed during really great weather, which received a lot of criticism. But with its testing strategy, the canton of Grisons made an excellent decision. We are allowed to have our employees tested free of charge at least once a week. Although voluntary (note from **Bertram**: more or less), all employees went along with this. We didn't have a single Covid case all winter and no days off due to flu. The masks really seem to do a good job. ☺

Private

November 2020 holidays: I was afraid that I would have nothing to say on this subject. For you, dear guests, it's definitely not the end of the world, but for me a sad prospect after the "passive spring trip". One day before Switzerland was put on the risk list in Germany, we travelled with our camper van to Germany on the spur of the moment. We had booked a one-week cruise around the Greek islands with "Mein Schiff", leaving from Hamburg. Barely over the border, we received a call from TUI to say we couldn't start the trip without a nine-day quarantine. We could take the next cruise if we waited in Germany. No problem. We headed toward Sylt. Shortly afterwards, we got a call from the camping operator on Sylt, saying we could only come if we had a negative Covid test result. So, we made an unplanned stop at **Bertram's** mother's to do this test, and she was delighted. With the negative test result, we were able to get going again. Once more underway, we had another call from Sylt saying that in three days the campsite would be closed due to a lockdown across Germany. So, we didn't need a negative test any more. Since we had already booked the ferry to the island, we decided to keep going anyway. Now, we couldn't leave the camping car at the campsite as planned to start the trip from Hamburg, so we drove back to **Bertram's** mother's. To embark on the journey with "Mein Schiff", we had to take another Covid test in Wiesbaden. Everything went well, but the next day, the day before the ship was set to depart,

we received news that Greece was also going into lockdown. Great! With two negative tests and €420.00 lighter (test expenses), we finally returned to Switzerland having got nowhere. Fortunately, Spain didn't let us down. We were able to spend a week in Majorca at short notice and then another six days in Gran Canaria (again after a test, of course). I will celebrate the day when we are allowed to travel without hindrance. (Note from **Bertram**: this time **Corina** is certainly not alone).

Family holiday in spring 2021: nothing has been decided yet. Unfortunately, we had to cancel our holiday plans for Hawaii and Route 66. The only realistic destination is Switzerland, but I wanted to put off this destination until "later" (Note from **Bertram**: for retirement age, **Corina** thinks). But Spain was still possible. So **Bertram** packed and went on his way (camping car, motorcycle and meat for the grill). All is more than well in the world as far as he's concerned! (Note from **Bertram**: I'm just a humble person). Latest: Dubai is now our favourite.

Nico & school (professional "Matura): **Nico's** half-year report is respectable; with a 5.25 grade average, his mother can no longer gripe. (Note from **Bertram**: and that's saying something). Unfortunately, his grades dipped during the second half of the year. (Note from **Nico**: for admission to the KME school, the half-year report is what counts, not the final report). **Nico** would have liked to

have done the federal Matura at the KME of Zurich, but since his second language is Italian and not French, he will probably have to do it in Sargans.



(Note from **Bertram**: taking a picture of a plastic tortoise in a pool just came to my wife's mind).

Driving test: **Nico** passed his the first time. The examiner said to **Nico's** driving teacher: at last, another student who is on the road "speedily". When asked by the driving instructor at a compulsory theory lesson with other students what his father says to **Nico** when overtaking, **Nico** said: put your foot down! (Note from **Bertram**: makes sense when overtaking)

(Favourite) topic of football: It has rarely been so quiet in the Hissing home. But how can you get into the mood when there are few men running after a ball in front of empty grandstands, without fans cheering and spurring them on, just the groaning and moaning of the players. That would even get me down. (Note from **Nico**: there's no point! Even without spectators in the stadium, we still think football is the greatest). Latest news: Bayern has been kicked out of the Champions League and my men are really miffed. (Note from **Nico**: my mother will never understand).

**We wish you a healthy start
to the spring and hope that in the summer,
whether vaccinated or not, we will see you again, relaxed!**

Nico + Corina + Bertram Hissing

Your Hissing family and employees