SWISS DIAMOND HOTEL
Lake Lugano

At this very challenging and unusual time for the entire world, and the uncertainty with the outbreak of COVID-19, we would like to reassure you that our hotel (that Swiss Diamond Hotel) remains your wellbeing and safety.

We are very proud of the measures undertaken by the authorities to avoid the virus spreading any further, and we are confident we will see a positive outcome from these decisions.

We understand you may have concerns about travelling at the moment, but we are monitoring any developments on the coronavirus very carefully.

Following that we had to take the decision to close at the moment up to April 30th, especially considering your safety of our collaborators.

We also want to reassure you about any travel plans you may have with us.
We are committed to full flexibility with booking terms and conditions and this means:

a) You can postpone your trip to a later date for up to December 2020.
b) If you have paid a deposit or payment we will keep it as deposit for a next stay within the end of the year (December 2020)
c) We are flexible on cancellations of existing bookings and will manage it accordingly

We hope this provides you with reassurance.
We remain vigilant and will continue our commitment to providing meaningful, memorable experiences for all who stay with us.
Meanwhile, the spring is fast approaching and the flowers blossom on its shoreline.
Lake Lugano awaits to reveal again its beauty.

Let's countdown together!

The General Manager
Mr. Gastone Di Domenico

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