

Hygiene concept reception

Our promise as your host to you....

For a safe overnight stay, we rely on your cooperation and understanding and the observance of the following points.

We adhere to the following legal requirements:

- 1 guest per 5sqm and a minimum distance of at least 1,5m between our guests is kept.
- We remind you and ourselves of the minimum distance by means of visible signs.
- Signposting on the floor.
- In public areas, all staff and guests wear mouth and nose protection.
- We all wash our hands regularly.
- In addition, guests must leave their contact details so that they can be contacted in the event of a known Corona infection.

Because we care about your health and safety, we have additional measures in place for you and us:

- Interior doors remain open at peak times.
- Large, ventilated lobby area.
- A disinfectant dispenser is provided.
- Separation between guests and staff is ensured by a plexiglass screen.
- A maximum of 2 guests can be greeted at the same time within the spacing rules. The following documents are handed out:
- Registration form for self-disclosure with signature (this will then be deposited in a box at the "island area" on the evening/following day and collected and entered accordingly by the reception team.

- The room card with description.
- Information on the hygiene and safety concept of the hotel.
- The guest receives this via the pass-through.
- Payment by EC / credit card or mobile phone is preferred. Cash payment is possible, the handing over of money / receipts is done via a tray. If no pin entry is made then the receipt must be signed. The pen is disinfected afterwards.
- Invoices are preferably created and sent digitally.
- Regularly disinfect the cash register surface and EC machines, especially at shift changes.
- A possible signature is always made with disinfected pens. A box with clean pens is available for this purpose and a box for returning the used pen.

Hotel room hygiene concept

Our promise as a host to you....

Because we care about your safety and health, we have additional measures for you and for us:

- The cleaning staff works with mouth-nose protection and disposable gloves.
- Brochures and other information material are removed from the rooms.
- Each employee is assigned an area in which they work alone. This reduces the risk of infection and contagion. Airing the rooms for the entire cleaning time of about 30 minutes with the window fully open (not tilted) - possibly with a draft. Airing rooms more frequently, especially when guests change and after cleaning.
- We all wash our hands regularly.
- Change of cleaning cloths after each room.
- On departure, disinfection of all surfaces and potentially vulnerable objects in the room e.g. desk, closet, tables and drawers, TV, tiles, mirrors, light switches, door handles and locks, window handles, remote control, toilets, toilet brushes, water taps, soap dispensers.
- The guest is asked to open the window before the room cleaning and before the departure.
- Room cleaning during the stay will be done exclusively and only after explicit request.
- Clean and dirty linen must be consistently separated from each other.
- Cleaning is done only when the guest is not in the room.

Hygiene concept restaurant

Our promise as a host to you....

- The tables are arranged in such a way that the minimum distance of 1.5 m between 2 persons is maintained.
- To avoid touching points and to keep the distance rules, a path is marked in the restaurant.
- Distance bars are placed on the floor in front of the serving counter.
- Our employees wear mouth-nose protection and disposable gloves.
- The guest enters the restaurant with a mouth-nose protection and disinfects his hands.
- Guest may only remove the mouth-nose protection at his seat and must put it back on when leaving the seat.
- Our full breakfast is offered as a self-service buffet.
- Small coffee pots of 0.6l capacity (3 cups) are given to the guest at breakfast. Only filter coffee is offered.
- Lunch and dinner are offered as a self-service buffet.
- If a guest wants a follow-up service, it will be provided on new dishes.
- Each guest receives a bottle of mineral water with a screw cap 0,7l.
- In the evening, guests are provided with drinks in the restaurant by our bar team. The bar remains closed as such.
- We will be cashing up with mobile handhelds instead of a cash register where all employees meet. Payment by room bill, debit or credit card is preferred.
- Cruets will not be on the tables. Salt, pepper, mustard and other small items will be packaged upon request. issued.

- Prolonged airing of the catering rooms before and after meals.
- Exclusive use of paper napkins (once).
- No coffee machine for self-service.
- After each change of table, clean/disinfect the table, as well as the seat and armrest.
- The guest clears his/her used tray into the designated clearing cart. The specified spacing rule must also be observed at all times.
- A disinfectant dispenser is provided

Hygiene concept Events /Conferences

Our promise to you as your host....

For your safe conference, we rely on your assistance and understanding and the observance of the following points.

We adhere to the following legal requirements:

- 1 guest per 5sqm and a minimum distance of at least 1.5m between our guests is maintained.
- In the public areas, all staff and guests wear mouth and nose protection.
- We all wash our hands regularly.
- Guests must also leave their contact details so that they can be contacted in the event of a known Corona infection.

Because we care about your health and safety, we have other measures in place for you and us:

- To avoid contact points and to maintain distance rules, a route is marked in the respective break and entrance areas.
- In order to separate the groups, we work with fixed time windows per group at mealtimes.
- During the coffee breaks, all meals will be provided separately for each group in the seminar room.
- Each guest receives a bottle of mineral water with a screw cap (0.7l). Follow-up service is provided during the seminar breaks.
- The day guests who are registered for seminars are informed by notices, e.g. on flipcharts in the lobby, that they must report to the reception. There, they receive the most important information about the seminar and the currently required handling instructions in written form.