

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.