

Safety and hygiene concept

(Status 10.02.2022)

To protect our guests and staff, hygiene has the highest priority. Therefore, we have tightened our hygiene guidelines to ensure everyone's safety.

General

- All our staff have been trained in the current behaviour and hygiene guidelines.
- All employees wear at least one medical mouth-nose protection in the indoor area.
- All staff have the opportunity to take a rapid test on a regular basis. Employees who have not been vaccinated or have not recovered must take a PCR test twice a week or a rapid test every day. This is documented.
- All cleaning and disinfection activities have been intensified.
- Guests must wear at least an FFP2 mask in public areas. This does not apply in the rooms and at the table in the restaurant and outside areas.
- An FFP2 mask can be purchased at the reception.
- Compliance with the distance rule of 1.5 m in all areas is paramount
- The following persons are excluded from visiting:
 - Persons with confirmed SARS-CoV2 infection.
 - Persons with contact with COVID-19 cases in the last 14 days or subject to quarantine measures for other reasons (e.g. return from risk area)
 - Persons with COVID-19 associated symptoms Symptoms (acute, non-specific general symptoms, fever, loss of smell and taste, respiratory symptoms of any severity)
- Guests who develop symptoms during their stay must leave the hotel immediately.
- All indoor guests (hotel, restaurant, event) must meet one of the 2 Gs (vaccinated, recovered) and provide proof of this. Appropriate proof of identity must be presented.

Entrance area

- At peak times we leave our doors open for optimal air circulation
- We have disinfection dispensers available at the entrance area
- The rules of behavior for our guests as well as the access restriction are clearly displayed

Reception

- A plexiglass pane at the reception counter protects our guests and employees
- The reception counter is regularly damp-wiped and disinfected
- Distance markings have been installed
- Contactless payment is possible
- Overnight guests receive an information letter with the most important instructions
- The room keys are disinfected every time they are returned
- The pens for our guests are regularly disinfected
- Hygiene articles can be purchased at the reception desk
- Rental charging cables are disinfected

Lobby and public area

- Tables and chairs in the public areas are regularly damp cleaned and disinfected
- Disinfection dispensers are located at all entrances to the houses, in front of the restaurant, in front of the meeting rooms and at the entrance to the beer garden
- All door handles and other grip surfaces are regularly damp cleaned and disinfected
- The public toilets are cleaned and disinfected several times a day
- Only 2 people are allowed in the public toilets at any time. A notice is located in front of the toilet
- The lift may only be used by one person at a time. A notice is located on all lift doors
- The lift control panels are regularly damp cleaned and disinfected

Restaurant

- Entrance and exit are marked
- A disinfection dispenser is located at the entrance to the restaurant
- Guests must wait at the entrance and will be seated. A notice is located at the entrance
- The restaurant is thoroughly ventilated on a regular basis and a permanent air circulation is ensured
- The terrace can be used in fine weather
- With conference groups we agree fixed time slots for meals
- As far as possible, only pre-packaged items are available at the breakfast buffet. In addition, disposable gloves and tongs are available for taking items from the buffet.
- Lunch and dinner are served as a menu for groups
- Tables are primarily cleared when guests have left the table

Conferences

- All conference participants must be vaccinated or recovered and have relevant proof of identity
- Disinfection dispensers are located outside all conference rooms
- Speakers/responsible persons are reminded to ensure adequate ventilation on a regular basis
- During the break, all contact surfaces will be cleaned and disinfected

Coffee break

- A fixed time slot for coffee breaks is agreed with conference groups
- Contact surfaces are regularly cleaned and disinfected

Rooms

- The rooms are only cleaned at the request of the guests. This is requested upon arrival
- The staff wears protective masks for the mouth and nose during cleaning
- We only work with permanent staff
- All handles (door handles, light switches, surfaces, bathroom fittings, toilets, etc.) are damp cleaned and disinfected with virucidal products
- The rooms are ventilated during cleaning

Wellness area

- Registration and handing out of keys takes place at the reception
- Only 2 persons are allowed to use the wellness area at the same time
- An FFP2 mask must be worn up to the lockers
- A minimum distance of 1.5 m must be maintained in the entire wellness area
- A minimum distance of 1.5 m must be maintained in the sauna cabin
- Guests must sit on a towel in the sauna cabin
- The sauna cabin must be operated at a temperature of at least 60°C
- The infrared cabin, the whirlpool and the outdoor shower remain closed
- The loungers in the relaxation and outdoor areas are placed at least 1.5 m apart
- The magazines in the rest area have been removed

Fitness area

- Access to the fitness area is only allowed to two people at the same time
- Registration for the fitness area takes place via the reception desk
- The minimum distance of 1.5 m must be observed
- After entering the fitness area, hands must be disinfected
- The equipment is to be cleaned and disinfected regularly
- After use, the equipment is to be cleaned by the guest himself/herself with the available surface disinfection