

Hygiene and safety concept (as of 01.09.2020)

At the entrance

Provide disinfectant dispenser
Leave entrance doors open during peak hours
Affix behavioural instructions in a clearly visible place
access/entry control

At the reception desk

Entrance and intermediate doors, if possible leave them open
Plexiglass walls and distance markings
Regular cleaning of the counter
There is no self-service fruit basket
Room keys and cards are disinfected before dispensing and after acceptance
Each guest receives his own biros to fill in the registration form
Every guest must wear a mouthguard

In a passenger lift

Passenger lifts should not be operated simultaneously by more than two persons or persons from the same household
The buttons in the lift are disinfected at regular intervals
Observe distance rule, distance lines in front of each lift and on each floor

In a hotel room

Daily cleaning and disinfection
Daily airing
Hygiene articles are not displayed in the hotel room, available at the reception desk on request
Magazines, brochures and guest information are no longer available in hotel rooms

In the restaurant

Guests are welcomed at the restaurant entrance. Hands must be disinfected
Guests must wear a mouth guard
Guests are placed. Guests and tables have a minimum distance of 1,5m to each other

Breakfast

A buffet is offered (the usual rich selection), self-service
We offer an à la carte breakfast for up to 10 guests (selection list at check-in)
Distance lines are established, distance rules must be observed
Masks must be worn at the buffet, hands must be disinfected

Lunch/dinner:

There are plate dishes and menus for 20 guests (selection already in the conference room)

From 20 guests we offer our rich lunch buffet/dinner buffet

Masks must be worn at the buffet, hands must be disinfected

Drinks are requested, à la carte service

Cover cutlery and glasses with serving gloves

offer paper napkins instead of cloth napkins, folded with serving gloves

Wearing of mouth and nose protection for the complete service personnel

In the conference area

The rooms will be seated in parliamentary order / single tables

with 1.50m minimum distance (single tables with 120x70 cm) / (speaker area approx. 2.50m)

For groups of less than 10 persons in one room, the seating can be placed without any distance

(After consultation with the organiser/booker)

The rooms are disinfected and ventilated several times a day (at every coffee break and lunchtime)

Hand disinfectant dispensers are available in front of the conference rooms

Glasses and crockery are only covered with gloves

Every guest gets his own glass and drink on the square

Glasses and cups are exchanged/replaced at lunchtime

Coffee breaks are offered in the restaurant, please observe the rules of distance

A mouthguard is recommended in the restaurant

Standing tables and service with 1.50m minimum distance

Technique and moderation material is disinfected every evening

Daily cleaning of the room (chairs/tables, remote controls/light switches etc.)

Public toilets

Soap and disinfectant dispensers are available

Reduction of cleaning cycles

Posting of the cleaning cycles with daily signature of the cleaner

More frequent disinfection of door handles and fittings in guest toilets

Personal contact with the guest

No body contact, no shaking hands, no patting your shoulder in passing

Communication takes place at a distance of at least 1.5 metres

Do not speak when serving and clearing up (virus is distributed via the respiratory tract)

Rules of conduct communicate by displaying a notice at the entrance

Cough/sneeze in the crook of your arm

Frequent thorough hand washing

Wearing of mouth and nose protection for the complete service personnel

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