

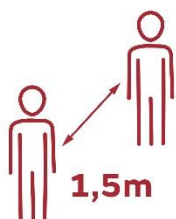
5+5 –HYGIENE & PROTECTIVE MEASURES FOR A SAFE STAY

5 general rules of conduct // COMMON RULES FOR US ALL



COMPULSORY USE OF FACE MASKS

- It is highly recommended and currently obligatory to wear face masks that cover nose and mouth in the common areas of the hotel in order to protect each other.
- All our staff members in guest contact are equipped with face masks, covering their nose and mouth, or a face shield. Our team complies to applicable law and current regulations.
- If required, disposable masks are available at reception.



DISTANCING REGULATIONS and RESTRICTIONS

- We ensure that the minimum distance required (1.5 m) is maintained at all times in all areas of the hotel.
- Floor and distance markers will help to guide you.
- In the lobby, restaurant, café and bar, we ensure that the maximum number of people present is appropriate for the room size, and that seating / tables have the adequate spacing.



HAND HYGIENE & DISINFECTION FACILITIES

- We have increased the number of disinfection stations in our hotels, and staff have also been equipped with means to disinfect their hands/surfaces.
- You will find hand sanitizing units at all major points of contact in the hotel, such as in the lobby, at the entrance of the restaurant, bar and café, as well in the area in front of the lift.
- Public toilets in the hotel are cleaned and disinfected at highly increased intervals in accordance with strict hygiene standards. You will always have the opportunity to wash your hands there.



RECEPTION DESK INFOPOINT & CONTACTLESS PAYMENTS

- We enable a largely contactless check-in and check-out process.
- At the reception desk, guests and staff are separated and protected by an acrylic safety screen.
- All surfaces and devices, as well as key cards and room keys, are thoroughly disinfected after each use.
- Please pay for any bills at the hotel using a contactless credit card.
- Our reception staff are trained in all measures currently in place and are your primary point of contact if you find yourself feeling sick or unwell.



VISUAL CONTACT instead of HANDSHAKES

- Our staff will be happy to help you with any questions you may have via visual contact, whilst keeping a physical distance.
- We kindly request that our guests also refrain from shaking hands when greeting other people.

+ 5 specific hygiene and protective measures // SO YOU'RE ALWAYS FEELING SAFE



Comprehensive hygiene and cleaning concept

- Our already high cleaning standards have been revised in recent weeks with external partners and internal experts and supplemented by additional disinfection measures and strict rules of conduct.
- Cleaning products and disinfecting agents are matched with one another in terms of their effectiveness, and, of course, based on their effectiveness to fight viruses.

We ensure that surfaces and frequently touched objects are disinfected at regular, frequent intervals in all areas of our hotel.

Feel safe...

... in your hotel room

Our cleaning personnel

- change their disposable gloves and cleaning cloths after cleaning each room, and
- thoroughly disinfect rooms as a final step.

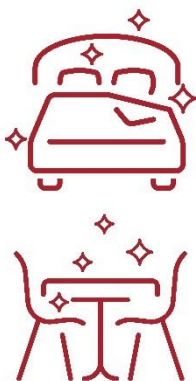
We refrain from using the following in rooms:

- bed runners / decorative cushions / magazines / welcome folders

... at breakfast / in the restaurant / in the bar area

In addition to adhering to the 1.5 m social distancing regulations, ensuring a limited number of persons & providing disinfection facilities, we have also put the following measures in place:

- our breakfast offer has been adjusted and will either be served as a rich à la carte breakfast OR breakfast buffet with supervised disinfection stations
- we have created the option for guests to choose their preferred breakfast time at check-in.
- we observe strict HACCP standards at all times and disinfect all tables, seating areas and points of contact thoroughly after each guest.



Feel safe

... in our conference areas

- We strictly observe statutory regulations, and our sales staff are there for you as competent contact persons for any questions you may have concerning your booking, date changes and the extensive range of options we have on offer.
- We ensure beforehand that the minimum distancing of 1 m is possible in the conference room in question, and we provide facilities for disinfecting hands & surfaces.
- During the breaks, the rooms are ventilated in the best possible way.
- We have drawn up solutions with our F&B experts for a pleasant catering experience. Coffee & lunch breaks are served or offered at attended buffets with supervised disinfection stations.



... in the FITNESS // wellness und spa area

- In order to comply with the restrictions in place for the maximum number of persons, (10m² per person in wellness area // 6m² per person in the pool), and to maintain the minimum distance required, equipment/loungers have been reduced and placed accordingly.
- Use of the sauna is via appointment only.
- Areas are regularly ventilated, cleaned and disinfected, with particular attention given to critically "high-touch" areas.
- Furthermore, we ensure compliance with the Regulation on Swimming Pool Hygiene, which is overseen by a supervisor. Disposable cups are available at drinks stations.





Intensive training and courses for our staff

- Together with our cleaning associates and external experts, we have prepared our staff for new processes and measures in all areas.
- Targeted training measures for our housekeepers and housekeeping teams were also supported by our external partners and are constantly being updated.
- In online training sessions, training content and measures are further updated and practiced.



Staff planning & monitoring

- We make sure to assign our staff to separate shifts. This enables us to rapidly trace infection chains in the event of unexpected cases of illness.
- All safety and protective measures are the responsibility of the hotel management and are checked several times a day.
- We have commissioned the Austrian subsidiary of Eurofins Scientific to review the protection and hygiene concept and to carry out extensive audits and samplings at all our hotels.