

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

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



ENTRY REGULATIONS

- According to the [Austrian Ministry of Health](https://www.gesundheitsministerium.gv.at/), guests have free access without a required covid certificate.



USE OF FACE MASKS // FFP2 Masks

- In all public hotel areas wearing a FFP2 mask is recommended.
- All our staff members in guest contact are equipped with face masks, covering their nose and mouth. Our team complies to applicable law and current regulations.



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.
- 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 high cleaning standards have been revised 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 based on their effectiveness to fight viruses.
- 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
- thoroughly disinfect rooms as a final step.



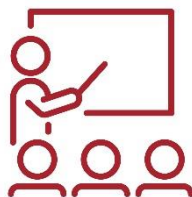
Feel safe in our conference areas

- We strictly observe statutory regulations. Our sales staff are there for you as competent contact persons for any questions you may have concerning your booking and the wide range of options we offer.
- 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.



Feel safe in the fitness, wellness and spa area

- 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.



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 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 if unexpected cases of illness occur.
- 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.