

Our hygiene concept for your safe stay

The health and well-being of our guests and employees is our highest priority. We are pleased to inform you about the specific measures we have adopted in response to the spread of the coronavirus SARS-CoV-2. They are of course based on local regulations and recommendations of business partners, associations, institutes and local authorities.

We have reviewed and adapted every hotel department and implemented additional, strict hygiene standards to ensure the safety of our guests and employees. These include all steps from hand washing hygiene and cleaning product specifications to cleaning procedures for guest rooms and public areas. We have commissioned the **SGS Institut Fresenius** to check our hygiene concept and audit it with a **certificate**.

Distance and hygiene rules:

- Adherence to the **distance regulations** is the top priority for limiting the risk of infection. Visual markings, partitions and information signs help you to maintain the distance in all relevant areas.
- Our employees wear **special protective clothing** and receive regular **training** for ongoing **hygiene awareness**.
- We guarantee a largely **contactless operation** without restrictions in performance and comfort - from check-in to food and beverage consumption to payment.

Cleanliness and disinfection:

- Additional **hand sanitizers** were placed at several points in public areas, at entrances, in the lobby, in the conference area, in restaurants and at the lifts.
- **Cleaning intervals** have been increased in all public areas as well as the back-of-house, with special attention being paid to high-touch points. Door handles, handrails, switches, reception desk, surfaces and buttons of the elevators are cleaned several times a day.
- **Extra resources** and even stricter procedures have been introduced for the thorough cleaning of our apartments. A **room seal** on your room door proves that the room has not been entered since the thorough cleaning and disinfection.

Restaurant and conference area:

- **Capacities** have been reduced, and the furniture and procedures for breakfast have been adapted to requirements – before and behind the scenes.
- Our **food handling and preparation processes**, especially in the kitchen, have always been geared to achieve the highest level of hygiene safety.
- We would be pleased to inform you about our new **adapted restaurant concepts**. Please do not hesitate to contact us at any time.

Our employees are fully prepared and confident in dealing with the new hygiene standards. They are instructed to comply with them and to monitor them strictly. Therefore, please follow the instructions of our employees, who take this task very seriously. For your own protection and for the protection of your fellow human beings.

Thank you very much.