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# Hygiene instructions and rules of conduct

For a carefree stay with us, we have developed a comprehensive plan for hygiene and safety measures in the current situation. Please note that you fully accept the following rules of conduct when using our services. If these rules are not observed, it is not possible to continue your stay in our house and you will be asked to leave immediately.

In addition to the legal requirements, you can expect the following changes from us:

## 1. General

- A stay is only possible for following reasons:
  - business
  - medical
  - compelling socio-ethical

**A written, signed confirmation of the reason for travel is required when check-In.**

- If you have symptoms of illness that could indicate a possible corona infection, a stay with us is unfortunately no longer possible. You are obliged to inform us of this immediately.
- All co-hosts offer mouth-to-nose coverage in the public areas\* of the hotel and keep a minimum distance of 1.5 m. Please understand that our employees greet you without physical contact.

### Minimum distance

- Please only use the passenger lifts with the people who you are traveling with or use the stairs.
- Also observe the prescribed minimum distance of 1.5 m in the toilets and therefore only enter the toilet area on your own.

### Mouth-nose-protection

- In the public areas, such as the reception, the hallways and when entering and leaving the restaurant, you must wear a mandatory mouth- nose-cover based on current regulations.
- You can buy a BIRKE mask our trainees sewed themselves at our reception.

### Hygiene & disinfection

- In all areas we regularly disinfect handrails, door handles, work surfaces, elevators, changing rooms, toilets etc.
- You will find disinfection dispensers in many public areas. Central areas in the hotel are disinfected several times a day.
- There is regular ventilation in all areas.

### Public toilets

- For a safe stay and to minimize the risk of infection for guests and our team, please use the public toilets in our event area.

## 2. Reception

- Please note the markings for minimum distances in front of the reception and wear your mask in this area if the distance cannot be granted.
- \*Acrylic glass panes were attached to the reception desk for protection, co-hosts are not wearing a mouth-nose-cover.
- Please provide correct and complete contact details.
- Please pay cashless if possible.
- Please understand that we send the invoices to you preferably by email. We would be happy to prepare your invoice the evening before your departure.



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### 3. Restaurant & Bar

- Due the current situation our **bar is closed**.
- The **Fischers Fritz Restaurant is open for hotel guests only. We offer our hotel guests a 3-course menu between 6:00 pm to 8:00 pm in the restaurant or hotel room** (room service plus 5 EUR service fee, orders by phone: 0431/5331-400).
  - Please understand that due to the current situation **you will have to wear a mask at our breakfast buffet**. Once you have taken a seat, you may take off your mask.
  - In order to be able to guarantee the minimum distance, we will no longer take off your wardrobe when you enter the restaurant.
  - Please wait in the entrance area after entering the restaurant and you will be placed by a co-host as soon as possible.
  - In order to comply with the legal requirements for the maximum number of people in the restaurant, the distance between the tables was increased. Please pay attention to the current contact restriction.
- We offer different periods for **breakfast**:
  - Mo.-Fr. 6:30-7:15, 7:15-8:00, 8:00-09:00, 9:00-10:00 am
  - Sat.-Sun. 7:00-8:00, 8:00-9:00, 9:00-10:00 am (please show up at 9:30 am at latest)**Please register at our reception by 08:00 pm the day before.**
  - Please wear also your mask during breakfast when you leave the seat and please disinfect your hands before using the buffet.
  - **Due to the limited capacity in the restaurant, please plan enough time for breakfast and dinner.** We try our best to avoid waiting times.

### 4. Rooms

- **For a safe stay and to minimize the risk of infection for guests and our team, we will clean the rooms daily at your request. Please let our reception know before 8 pm** if you would like to have your room cleaned up the following day. Just need a **towel-swap**? Please also inform our co-host at the reception.
- Please ventilate your hotel room well after leaving.

### 5. Spa and wellness area in general

Our Wellness area incl. pool, sauna and bistro are closed because of the current legal regulation.

We will inform you as soon as changes occur on our website and in the hotel.

If you have any questions or requests regarding your stay, please contact us. You can reach us at any time on 0431 5331-0.