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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. In the event of non-compliance, a further stay in our house is not possible.

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

## 1. General

- 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 meters 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, we recommend to wear a mandatory mouth and 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.

## 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. The co-hosts therefore have no mouth-to-nose coverage here.
- 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

- Please understand that we can only receive you with a table reservation. You can do this at [www.Fischers-Fritz.com](http://www.Fischers-Fritz.com), by phone at 0431 5331-435 or directly at our reception.
- We offer different time periods for dinner.  
These are at 5:45 pm, 6:00 pm and 6:15 pm for 1.5 hours each and at 7:45 pm, 8:00 pm and 8:15 pm for 1.5 hours each.
- **Please wear your mouth- nose-protection until you're seated.**
- 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.

#### For hotel guests

- **Due to the limited capacity in the restaurant, please plan enough time for breakfast and dinner.** We try our best to avoid waiting times.
- 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.
- We offer **different time periods for breakfast.**  
These are Mo.-Fr. 6:30-7:15am, 7:15-8:00am, 8:00-9:00am, 9:00-10:00am and Sa.-So. 7:00-8:00am, 8:00-9:00am 9:00-10:00am and 10:00-11:00am.  
**Please register at our reception before 8:00pm for the following day.**
- In addition, our room service is available during restaurant times (plus 5EUR service fee).

### 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.**
- Please ventilate your hotel room well after leaving.

### 5. Spa and wellness area in general

- Our Wellness area is open daily 11:00am till 8:00pm. The pool opens at 7:00 am. Please understand that **the areas can only be open to hotel guests for now.**
- **Treatments and massages can also be booked for external guests.**
- Please take a shower before entering our SPA area. Therefore we have opened the shower area at the second basement level.
- Please pay attention to the current contact restrictions.

#### Swimming pool

- It's not allowed to be inside of the pool with more than 4 people of different households. The number can be different by having a bigger household.
- Because there is no co-host in the pool area from 7:00 to 11:00am, you have to **register at our hotel desk** to use the pool in this time. In order to give each guest time in the pool and to be able to guarantee maximum distance an **exchange** is carried out **every 20minutes.**

#### Sauna and sole steam bath

- The saunas will be heated on request. Please inform us 30 minutes ahead.
- **Our sole steam bath is currently closed due to the risk of infection.**



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- Please pay attention to the current contact restrictions.

### **Spa Bistro**

- Please also observe the prescribed minimum distance of 1.5 meters in this area.
- In order to comply with the legal requirements for the maximum number of people in the bistro, the distance between the tables was increased.
- Please pay attention to the current contact restrictions.

### **Wellness and beauty treatments**

The following Wellness and beauty treatments and massages can be booked again from May 22, 2020:

#### **Cosmetic**

- OCEAN EXPRESS – Wellness facial treatment (40 min), 69,00 EUR
- BEAUTIFUL FEET – Foot and nail care (50 min), 66,00 EUR
- BEAUTIFUL HANDS – Hand and nail care (45 min), 58,00 EUR

#### **Massage**

- BALTIC WIND – Back massage (40 min), 54,00 EUR
- WAVEBREAKER – Whole body massage (60 min), 79,00 EUR
- ENERGY FLOW – Foot reflexology massage (50 min), 64,00 EUR
- GOOD ON FOOT – Foot massage (20 min), 29,00 EUR
- BALM FOR THE SOUL – Lumbar massage (40 min), 59,00 EUR
- ACTIVITY SOURCE – Stick massage (40 min), 59,00 EUR
- BALTIC GOLD RUSH – back treatment (60 min), 84,00 EUR
- GOLD OF THE BALTIC SEA – Whole body massage (40 min), 62,00 EUR

- Please note that all massages will only be allowed to be administered with the correct mouth and nose protection.
- Bookings are only possible via telephone under 0431 5331-0.
- All areas will be permanently aired and disinfected, this includes hand rails, door handles, surfaces, elevators, changing rooms, toilets etc.

### **Procedures on arrival**

- Registration at the hotel reception.
- You will be called upon by our staff when the allocated treatment area is cleaned and made ready for use. During that time you will be asked to remain in the lobby.
- Hands will be required to be disinfected upon entering the treatment area.
- Please go in the respective cabin and take off your clothes by yourself. After being directed to lay on the massage table you will also be required to cover yourself with a towel. For cosmetic treatments it is important that you clean your face first, fix the hair yourself and put the hood on.
- The therapist will then enter the room and the treatment starts.
- After the treatment is finished, the therapist will leave the room. You will get dressed and and leave the treatment area.

We will inform you as soon as changes occur.

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