



Safety and health concept

Dear guests and organizers,

The corona pandemic fortunately continues to ebb away and public life is returning to "new normality" in small steps.

We are very pleased that events and overnight stays are now allowed and that we can welcome you again.

Of course, we still see ourselves as jointly responsible for ensuring that nobody in our premises becomes infected. Therefore, we have taken a number of measures to ensure your safety. These are in accordance with the recommendations and guidelines of Wyndham Hotels & Resorts, DEHOGA, the health authorities, and the Robert Koch Institute.

We hereby request that you comply with the following guidelines.

What we do for you:

- All employees were provided with information, instructions for actions and hygiene and trained accordingly
- Increased cleaning intensity through regular disinfection of exposed surfaces such as door handles, card terminals and lift buttons
- Introduction of additional cleaning routines and regular training routines
- Compliance with the procedure for dealing with sick colleagues
- The team wears face masks in direct guest contact
- Installation of Plexiglas partitions in relevant areas such as the reception, conference desk and wellness desk
- Disinfectant dispensers for hand hygiene are available at the hotel
- Illustrated notices with hygiene rules in all rooms

What do I have to bring as a guest in the future:

- Own mouth-nose protection, at our reception you will find these also for purchase
- Participants who have a medical certificate (e.g. asthmatic) from wearing a mouth-nose-cover are exempt, however we would like them to wear a coverage (neckerchief etc.) in public areas. The certificate is to be presented at the reception upon arrival

Front desk:

- Wear your mouth-nose-cover when entering the hotel
- Please follow the signs and markings in the hotel
- We have provided disinfectants at the entrances and exits
- Even if you are only there as a day guest, please register either at the reception or in the restaurant
- If possible, please pay your entire bill cashless
- If you have already paid for everything, please drop your room card in the box provided at the reception

Rooms:

- If you have already paid for everything, please drop your room card in the box provided at the reception
- The lifts may only be operated by one person, persons of one and the same household or by persons sharing a double room
- Our housekeeping staff cleans the rooms according to hygiene standards following the necessary pandemic measures
- For reasons of hygiene, you will currently not be able to use all the paraphernalia in the rooms, as we have removed, kettles, bedspreads, and mini bars for your well-being
- We also ask you to use the seats in the hotel corridors keeping the minimum distance and to wear a mouth-nose-cover

Breakfast:

- Please let us know your desired breakfast time upon arrival
- We will serve you a tasty breakfast
- We keep the necessary safety distance between the tables

Restaurant:

- Please enter our restaurant only with mouth-nose-cover through the signposted entrance
- Please wait to be seated by our service personnel
- The tables in the restaurant are set up so that we can keep a safe distance
- Please do not leave the restaurant with anything other than your mouth-nose-cover through the signposted exit
- Tables for groups can only be reserved for a maximum of 10 people

Conference area:

- Use the disinfectant dispensers in the conference and event area
- On the way to the conference room and when leaving it please use your mouth-nose- cover
- The conference room is fitted with 1.5 m distance between chairs
- Whether you have to wear the mouth-nose-cover inside the conference room is up to your organizer
- Catering is provided in compliance with the applicable safety guidelines (served meals or buffet with serving)
- In case of a buffet for lunch or dinner, please go to the station table by table wearing a mouth-nose-cover and choose your meal
- Please wear the mouth-nose-cover when leaving the conference room, even if you only go to the toilet
- The coffee breaks are served by our staff and are not self-service, as is the coffee machine
- In the break area you will find a clearing station, please leave your used dishes there
- During the coffee break, please leave the room so that our staff can ventilate
- Please do not leave any documents in the room
- The conference room is disinfected every evening

Wellness area:

- Our wellness area is available for hotel guests exclusively
- The safety distance of 1.5 m must be maintained in all areas such as the pool, saunas, and fitness room
- The changing rooms will remain closed; guests must wear their Spa clothes already when entering the wellness area

What do I have to pay attention to in general at the hotel? How do I behave in the hotel for my own protection and the protection of others?

- There is no baggage storage. Luggage must be brought directly from the vehicle to the room and back, or can be taken to the conference room, if you travel with public transport. On request and availability we provide one storage room per group
- Entrance is not permitted with e.g. fever, cough or other flu-like symptoms. A self-disclosure can be made using a form on a voluntary basis. If symptoms occur during the stay, a doctor must be consulted immediately. Until then, please remain in your room. Unfortunately a stay in our outlets or the conference rooms will not be possible then
- In conclusion, we would like to ask all guests once again to keep the minimum distance of 1.5 m and to wear the mouth-nose-cover in public areas

We are very happy to be your host again at last and wish you a pleasant stay!

