

OUR HYGIENE CONCEPT



Dear Guests,

Your health and Safety and the health of our employees are our utmost priority, therefore we follow all the hygiene and containment measures imposed on us, to the best of our knowledge!

Some restrictions remain, but we are looking forward to the future with positive attitude and with your cooperation, we will master all precautions and rules!

For this we have created a corresponding hygiene concept especially for our Hotel:

Entrance hall, Lobby, Reception and Check-in/ Check-out:

All our employees are trained in the necessary hygiene rules applied to our Hotel and are wearing the correct P.P.E. (Personal Protection Equipment).

In all areas of the Hotel, public areas, community rooms and including the breakfast rooms, **MOUTH/ NOSE COVERS** are requested. There is a **MASK REQUIREMENT** for all our guests!

Keep at least 1.50 m protective distance to other guests, always and everywhere!
Don't forget to wash your hands regularly with soap and water!
Only cough and sneeze into the inside of your elbow!

The reception is completely separated by **Plexiglass**, to give the required protection to Guests and Staff during Check-in / Check-out! Card payment devices, keyboards and pens are always disinfected.

If there is more than one member of staff working at one time at the reception without being able to keep the minimum **protective distance of at least 1,5 m**, they will also have to wear **MOUTH/ NOSE COVERS**.

Disinfection dispensers are located in the entrance area of the hotel lobby, in front of the elevators.

The elevators can only be entered with the prescribed number of people:

Large elevator max. 2 people, small elevator max. 1 person,

The minimum distance of 1.5 m and the mask requirement also apply here!

More disinfection dispensers are located in front of every elevator from the 4th to 8th floor. Guests requiring to use the elevators to travel down to the reception, may use the elevators only **room wise** by the persons occupying the same room, no mixed usage of elevators with other guests or other rooms, or travel down as explained before:

Large elevator max. 2 people, small elevator max. 1 person.

Minimum protective distance of at least 1,5 m and MOUTH/ NOSE COVERS apply here as well as in all public areas, room floor corridors and breakfast rooms!

Breakfast rooms on the 7th floor

From 01.07.20 there will also be the ability of a breakfast again. **The breakfast buffet** has been **converted into a pick-up station** and is safely separated by plexiglass from guests area. Our staff behind the partition will provide you with your breakfast wishes. However, due to the protective measures imposed, as social distancing and hygiene rules, our capacities in service and seating space are very limited and restricted. With your help and cooperation again we will be able to offer a smooth and stress free breakfast service to our guests. Therefore we will have to offer three different breakfast sittings, to which only those guests will be allowed, who have booked breakfast and breakfast time at the same time at check-in.

The following breakfast times are available:

1). from 6 a.m. to 8 a.m. 2). from 8 a.m. to 10 a.m. 3). from 10 a.m. to 12 p.m.

Housekeeping

All our staff in the Housekeeping wear P.P.E (Masks and Gloves). We also use the **respective quality products from DR. SCHNELL** for cleaning and disinfecting hotel rooms. All our Housekeeping staff is trained to use all the cleaning and disinfection products that are specific to our hygiene rules and they only use the quality cleaning and disinfection products of Dr. SCHNELL for cleaning and disinfecting our Hotel Rooms.

All rooms have been well ventilated, cleaned and disinfected. Our longtime Textile Service Supplier, **the laundry company "Fliegel"**, guarantees us **hygienically perfect bed and bath linen** by using **disinfectant 90 ° washing processes**, which leads to the **killing of germs, bacteria and viruses**.

A hygiene seal by Dr. Schnell is therefore stuck to every room door. These should underline our high standards of hygiene and safety, because the health and well-being of our guests is very important to us.

Dear Guests, thank you very much for your help in implementing all the measures imposed on us. Nevertheless, we are wishing you a pleasant and carefree stay at our Hotel.

STAY HEALTHY!

**THE TEAM
CONCORDE HOTEL AM STUDIO**