



## Important informations for lodging guests in pandemic times

We are pleased to welcome you as a guest in our house and thank you for your trust. We will certainly do everything for your well-being. All employees have been trained in our regularly adapted hygiene concept according to the AHA+L rules. Together with consulting engineers, we have developed an effective room air concept according to the federal guidelines. We ask for your assistance and consideration of the following points:

- Please observe the distance rule of at least 1.5 meters to other people in public areas.
- We therefore ask you to wear mouth-nose protection (MNS) in public areas and especially at the buffet. You are allowed to take it off as soon as you are at the table in the restaurant or at breakfast and in your room.
- Please use the disinfectant dispensers at the entrance and in the public toilets for your hand hygiene or wash your hands thoroughly with soap.
- Please use the separate check-in/check-out and support us with low-contact payment, if possible without cash.
- Our reception desk is not yet manned continuously. It is therefore very helpful to us if you pay your bill on arrival. Of course, we can also send you your invoice by e-mail after your departure if you give us your credit card details for security reasons.
- We disinfect writing tools and your keys/lock cards at reception.
- Please use the elevator alone or only with members of your own household.
- There is a documentation obligation for the restaurant visit. Your data will be treated according to the basic data protection regulation (DSGVO) and will be deleted after four weeks.
- You can also find our current menu on our website, or you can use the QR code placed at your table to see the menu on your cell phone.
- We are currently dispensing with the display of daily newspapers. Please contact us if you would like to order your individual daily newspaper in advance for a fee.
- Our hotel has a modern air conditioning system that has been adapted to pandemic conditions and is supplemented by state-of-the-art air filter systems that have been tested specifically for this purpose. This means that unpleasant airing in our public rooms can be avoided. In the guest rooms, however, we ask for appropriate airing at least twice a day for 5 minutes. If possible, please leave the window open on tilt before you check out.



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- In the toilets the air is sucked out in such a way that it cannot be exchanged with other rooms.
- Transfer locations such as door handles, light switches, sanitary areas, bed backs, shower heads, reception counters or restaurant furniture are cleaned or disinfected according to special hygiene standards. In addition to alcohol, micro dry steam is also used (germ reduction of log level 5 = 99.99%).
- For shorter stays we do not need to clean your room in between. Please inform the reception if you wish to have such a cleaning or, if necessary, a towel change.
- In addition to the extended cleaning routines, we train our staff in personal hygiene rules such as hand hygiene, cough/nose label, distance rules, break rules, correct use of mouth and nose protection, use of motor vehicles and behavior in leisure time.
- Our employees are strictly forbidden to work if they have cold symptoms (cough, fever).
- Please contact our employees for all concerns. This applies in particular if you notice symptoms of illness in yourself. We support you and try to provide fair cancellation conditions if you have to shorten your stay.

Thank you for placing your trust in us and staying with us.

Your Annegret and Roland Lohss