



## Hygiene concept

Dear guests

In order to make the best of the current situation, we all have to work together

### In general

When you enter the hotel please sanitize your hands with the given instruments.

Please wear a face mask in all public areas of the hotel. Out of responsibility towards our guests and staff, we do not accept any exemption from the mask requirement, even if you have a medical certificate.

At your table in the restaurant and in your room the mask isn't necessary.

Please mind the minimum distance of 1,5 m to other people.

Please understand that guests with cold symptoms / fever or contact persons (People who had contact with a COVID-19 patient in the last 14 days before the visit) are not allowed to enter the hotel.

### Rooms

Our housekeeping team works with face masks and disposable gloves. Our team is especially trained for the situation.

Doorknobs, mountings, surfaces, remote controls and telephones are sanitized regularly.

All magazines and pamphlets have been removed.

When you are staying longer than one night we will clean your room every third day to avoid as much contact as possible. You can request fresh towels anytime – We will hang them on your door packed in a hygienic bag. You can also request a daily cleaning at the front desk.

Please air your room frequently.

### Check out

Please open or tilt your window before departure.

If possible pay by card to avoid cash.



### **Swimming pool / gym**

A maximum of 5 person is allowed in the pool area.

There is a distance of at least 1.5 m between the loungers, only couples or families may lie next to each other.

Due to aerosol danger the hair dryers in the pool area are not for use. Please use your hair dryer in your room.

To meet the requested minimum distance of 1,5m the sauna is to be used by two persons at most.

The Infrared cabin and the steaming shower are still closed.

Towels are provided for (these will be packed in bag to meet the hygienic requirements)  
→ Please throw your towels into the containers and do not leave them lying around in the pool area.

We provide shower gel in the showers; please use the showers one person at a time.

In our gym are enough possibilities to disinfect the fitness equipment; please sanitize them before and after usage.

### **Hotel bar**

Unfortunately our bar remains closed.

### **Restaurant**

We removed several tables and chairs to ensure social distancing.

When you enter the restaurant please sanitize your hands with the given dispenser and wear the face mask – please also remember to wear the mask when you are on your way to the restroom or help yourself at the buffet.

Please wait to be seated.

We are not allowed to help with your cloaks anymore, please help yourself!

Tables may only be occupied by a maximum of 10 people.

We omit table cloths and decorations to give you a hygienically flawless table.

Tables and chairs are disinfected after every use.

Our menu is available in digital form. Just scan the QR-Code with your mobile phone.

We will serve your dishes and drinks but we will not pour or refill them to reduce the contact.

Please fill out the registration form for your own safety. This follows a legal requirement , so you can be informed if there is a suspected case



### **Breakfast**

Due to the governmental regulations we are not allowed to serve our standard breakfast buffet. Depending on the number of guests, there is a rich breakfast in the room with your choice or in our restaurant. Please fill out the breakfast form on the evening before.

When you get packaged food from the buffet, please remember to wear your face mask.

### **The Ringhotel Loew's Merkur team contributes as well:**

#### **Reception**

We installed Plexiglas shields on our reception counter  
Due this partition our receptionists aren't legally obligated to wear face masks.

Before handing over your room key we will sanitize it.

#### **Housekeeping**

Our team wears face masks and disposable gloves.

We work separately as much as possible but at most in groups of two persons

We stick to the proven hygienic regulations and disinfect doorknobs, mountings, surfaces, remote controls, telephones and handrails regularly.

The public toilets are checked and disinfected regularly. Control plans must be completed for documentation.

#### **Restaurant**

Our team wears face masks, gloves and minds the minimum distance.

The contact at your table will be reduced to a minimum. We will not pour or refill your glasses. Please understand that we don't want to be rude but due to the circumstances we reduce the conversations to our guests to a minimum as well.

Main courses will be served under cloches

The cruets on the table have been removed – we will hand you salt, pepper and sugar in miniature packages

The tables and chairs will be sanitized after every guest.

#### **Kitchen and buffet**

If the minimum distance of 1,50m can not be maintained, the face mask must be worn.

Our staff wears disposable gloves and follows the hygienic regulations.

contactless receiving of goods.



Measures to implement safe working in the conference area  
under hygienic protection aspects

- Free parking facilities during the event (subject to availability) to make it possible to travel by private car (Avoidance of local public transport)
- Desinfectant dispenser in the hotel entrance (Sanitize your hands upon arrival)
- Display of current safety requirements (such as sneezing rules, distance requirements, ...)
- Welcoming our guests in compliance with all necessary safety measures (plexiglass partition, face masks, etc. )
- Safety and hygiene instructions on the lift -> alternatively, the stairs can be used to reach all conference rooms
- Regular cleaning of the toilets including disinfection of the door knobs, light switches and surfaces
- Maintaining a minimum distance of 1.5m in the conference room between groups of 10 conference participants with no minimum distance.
- All of our conference rooms are equipped with daylight and windows for regular ventilation of the rooms
- When furnishing the conference room, attention is paid to absolute hygiene (disinfect all technology before usage, reduce the technology to the necessary minimum)
  - ➔ Here we ask for your help: Please give us the information in advance with which materials the speaker would like to work
- Drinks in the conference room (depending on the arrangement booked) separated per participant
- No open milk and sugar dispensers during breaks
- The break catering will be discussed individually with your help taking into account all hygiene measures
- Sufficient space during the coffee break to comply with the distance requirement (depending on the number of people, the coffee break is divided into several spots)
- For lunch in the restaurant, guests are seated by our employees in compliance with the clearance requirement
- The lunch takes place exclusively in the form of a menu or a plate dish. This is covered with cloche in compliance with all hygiene-related measures and served by our employees.

Our employees are trained and equipped to be able to offer a hygienically flawless service: equipped with a mask and service gloves, instructed in hygiene aspects such as regular hand washing (mandatory between 2 work steps), distance requirements, sneezing and coughing labels, more safety through division of labor

**As of June 22<sup>nd</sup> 2020, updates will take place depending on the legal situation**