

# HYGIENE RULES & REGULATIONS



& HOTEL Gasthaus Zum Schwan

**Your host with passion and commitment to ensure your safety and wellbeing!**

To further prevent the spread of the COVID-19 virus and in order to protect our guests and employees we have implemented following rules and regulations concerning hygiene and infection protection:

## **1. Measures in place to guarantee the compliance of upholding the given minimum distance of 1.5m:**

- all guests are instructed by staff members of this regulation
- entry and exit of the breakfast area are managed by placing a "please wait to be seated" sign at the door
- jackets and coats are not placed in the cloak room but will remain with the guests
- unrelated to high or low occupancy - all available areas and rooms will always be utilized to ensure maximum distance between all guests
- additional information signs (such as reception, night entrance, elevator, lavatories etc.) will be placed throughout the building
- a glass partition wall has been mounted on the reception desk
- constant supervision that the distance rule is upheld (lavatories and the elevator are only allowed to be accessed by one person at a time) and enforced
- prevention of queues and full utilization of all available rooms and areas during high capacity

## **2. Covering of mouth and nose through face protection**

- guests must always cover their mouth and nose while in public settings and areas
  - > during breakfast, once the guest has been seated, the face protection can be removed
  - > should the guest wish to leave the table, the mouth-nose protection must once again be worn accordingly
- employees must also wear mouth-and-nose-covering protection:
  - > in all rooms and areas where guests are residing, as well as outdoor areas where the minimum distance rule of 1.5m cannot be maintained
  - > at workstations as well as in settings where keeping the required distance is difficult
- providing appropriate mouth-nose-coverage supplies for employees which are also available for guests to purchase

- external visitors and vendors must also cover their mouth and nose at all time while on the premises

### **3. Hand hygiene**

- additional posting of instructions regarding hand hygiene (in lavatories and sinks throughout the building and service areas)
- providing hand disinfectant dispensers at all entrances/exits and sinks/service areas
- briefing employees in proper hand sanitation and providing training regarding current safety regulations
- provision of paper towels for single use
- provision of disposable gloves for employees
- hotel guests / vendors / visitors are verbally prompted to disinfect their hands when entering the hotel
- requirement to disinfect hands when entering conference rooms and breakfast area

### **4. Instructions for action to be taken in suspected cases**

- request that employees with related symptoms leave the premises immediately or to stay at home when feeling unwell
- request that the affected person seek medical attention or contact the local health authorities
- establishing regulations within the framework of the company pandemic policies, that in case of a confirmed infection, individuals can be identified and informed, that they are at risk of infection due to contact with the infected person
- denying access to the hotel for any guest / vendor / visitor displaying symptoms (note in the booking confirmation by direct bookings)
- the occupation of a hotel room of two or more individuals is only permitted to those who are allowed to be in contact with each other (household regulations enforced by the local government)
- guests who disobey these rules and regulations will be dealt with according to company policy

### **5. Providing relevant information to guests when making a booking**

- the breakfast of choice will be brought to the room at the agreed upon time (determined during check-in)
  - > alternatively, a “breakfast TO GO” option is also available
- depending on current official regulations breakfast will be served at the table in the breakfast room to an agreed upon time (as part of a partial buffet with individually portioned servings)
- “meals TO GO” for dinner: list of providers is available
  - > dinner can be taken in the room
- check-ins after 6pm must be disclosed prior to arrival, as the reception is no longer staffed until 11pm each night
- contact-free check-in via the keybox is possible – if preferred, please provide information when booking
- provision of honesty bars on each floor allows a contact-free service of drinks – payment is received based on trust using a “money bowl” or at reception upon departure
- you can reach us at any time under following telephone numbers: +49 2771 26561-0 or via mobile +49 160 – 7069063

## 6. Internal and external guest lists

- documentation of all individuals including personal information according to data protection regulations
- all obtained information will be stored for one month

## 7. Accommodation rooms / housekeeping / Front & Back of House

- daily and regular disinfection of all surfaces in accommodation rooms and all contact surfaces in frequented public areas such as the night entrance, stairwell, honesty bars, elevator, lobby etc. - as well as in the breakfast area and conference rooms
- increased enforcement of ventilation in all accommodation rooms and public areas through the day and during the entire cleaning time
- cruet stands on all tables are disinfected after every use or guest exchange
- tables are wiped down and disinfected after the dishes have been cleared
- used pens and room keys are immediately disinfected after each check-in/check-out
- forgoing of any table linen or decorations and/or are respectively cleaned after each guest exchange
- keyboards, computer screens, telephones and desks are disinfected after each shift change

## 8. Veranstaltungen / Tagungen und Seminare (VA)

- the organizer is whoever invites to the meeting, conference or event
- the organizer is obliged to provide a list of all participants with contact details in order to present to the competent supervisory authority at any time, should this be required
- in the event of a subsequently confirmed COVID-19 infection, the identification of all participants and their contact options/details must be guaranteed
- the organizer is responsible for ensuring that all legally binding safety and hygiene measures are implemented and strictly adhered to by all participants at all times
- only non-private events (i.e.: conferences, presentations, employee meetings, seminars, lectures, etc.) up to max. 25 people are accepted and carried out
- events with 12 or more participants will be hosted in the hall (approx. 150m<sup>2</sup>)
- events with less than 12 participants will be hosted accordingly in the conference rooms "Wilhelmsturm" (approx. 70m<sup>2</sup>) and "Schloßberg" (approx. 80m<sup>2</sup>)
- the seating plan is based on the minimum distance requirement of 1.5m
- each conference room will be ventilated hourly
- mask requirement or other mouth-nose-coverage during the event is mandatory or in agreement with the organizer
- drinks are not available for self-service, but are served individually to the seat of each guest
- snacks etc. are only to be served directly at the guests table during breaks, according to the official applicable hospitality and catering regulations

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Further questions regarding our COVID-19 guidelines and hygiene concept, please contact:

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