

Customer information

Safety- and hygiene concept



This protection and hygiene concept applies to the Arvena Hotels

Our contact person for infection and hygiene protection:

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THE FOLLOWING APPLIES GENERALLY IN OUR HOTELS AND RESTAURANTS

- We ensure a minimum distance of 1.5 metres between people.
- We ensure that our employees wear a mouth and nose cover and make them available.
- We make sure that our guests wear a mouth and nose cover on their way to the table, hotel room, event area and toilet.
- We keep people with respiratory symptoms (unless they have been cleared by a doctor, e.g. a cold) away from the facility.
- In case of suspicion we apply a fixed procedure for clarification (e.g. in case of fever).

1. MEASURES IN OPERATION TO GUARANTEE THE MINIMUM DISTANCE OF 1,5M

Our employees have been made aware of the extended hygiene rules (in addition to HACCP and the Infection Protection Act) not only through personal instruction, but also through an addendum to the company regulations and are aware of their responsibility. Each individual contributes to preventing the spread of the coronavirus through impeccable behaviour and follows these measures extremely conscientiously.

Our guests are placed individually in the restaurant and event area (e.g. in conference rooms), taking into account the required minimum distance. Accommodation in the rooms is provided individually. Excluded from this are persons who belong to their own household.

In the hotel itself, the walking paths are designed so that the required minimum distance can be maintained. Signs and information panels provide additional safety for guests and staff.

2. MOUTH-NOSE-COVER

Our employees are required to wear a protective mask while serving guests and in public areas. The same applies in non-public working areas - i.e. behind the scenes - if the minimum distance cannot be maintained.

Our guests are required to wear a mask throughout the hotel, especially in the public areas. It is not compulsory to wear masks in your own hotel room or at your own table in the restaurant area.

3. INSTRUCTIONS FOR ACTION IN SUSPICIOUS CASES

For our employees and our guests, the basic principle is „If you feel ill, stay at home“. Internally, this is implemented extremely precisely and we also expect this from our guests.

4. HAND HYGIENE

In the entire hotel and sanitary area are disinfectant dispensers, which can be used by the guests. Also in the sanitary facilities there are instructions for proper hand hygiene.

Independent of the infection protection law and HACCP, our employees have once again been made aware of the special conditions and follow them very closely.

5. RESERVATIONS BY THE GUEST

Room reservations are made through the usual internal and external channels.

Reservations for the restaurant are accepted by telephone/ e-mail. Here we ask in advance for the number of persons, relationship of the household as well as the telephone number in case of queries. All other personal data will be recorded - with the guest's consent by signature - on site.

6. AT THE HOTEL AND RESTAURANT ENTRANCE

In front of the hotel and restaurant entrance our guests and visitors are informed about the current applicable hygiene rules in the house. Upon entering the hotel, a mask is obligatory for the entire public area as well as the outdoor area (beer garden, terrace, outdoor gastronomy) - except at your own table and in the hotel room.

7. IN THE HOTEL ROOM

In our own hotel room there is no mask obligation for our guests. Small amenities (such as sewing kit, mini bar, writing utensils) have been taken out of the hotel rooms. These can be made available at our reception at any time. This also applies to extra pillows or bathrobes.

We would like to ask our guests to support our cleaning staff as far as possible and to keep personal belongings as well as bathing utensils closed, if possible in a suitcase.

8. IN THE RESTAURANT

Masks are compulsory in the restaurant and dining area - except at the assigned table. Our staff will welcome you at the entrance and allocate you your table. Throughout the entire service, our employees wear a mouth-and-nose protection and keep a requested minimum distance of 1.5 m. This also applies to work in the background.

9. TOILET ROOMS

The sanitary facilities are cleaned and disinfected at fixed intervals by our housekeeping. The housekeeper will instruct the staff, including regular checks. Disinfectants, soap dispensers, disposable towels and information for proper hand hygiene are standard in all public toilet areas.

10. OUTDOOR GASTRONOMY

In our outdoor gastronomy a mask is mandatory - except at the assigned table. Our staff will welcome you at the entrance and assign your table to you. During the entire service our employees wear a mouth-and-nose protection and adhere to the minimum requested distance of 1,5 m. This also applies to work in the background.

An elaborated hygiene concept based on checklists ensures that the precautions in outdoor catering are strictly followed in order to provide security after a guest change at the table.

11. IN THE KITCHEN

Our kitchen and service staff have been made aware of the extended hygiene rules (in addition to HACCP and the Infection Protection Act) not only through personal instruction but also through an addendum to the company regulations and are aware of their responsibility. Each individual contributes to preventing the spread of the coronavirus through impeccable behaviour and follows these measures extremely conscientiously.

The minimum distance and the extended hygiene standards are also followed during the work and ensured by covering with protective masks.

12. HANDLING OF THE GUEST

We want our guests to feel comfortable and have a pleasant time with us, even if the circumstances currently lead to unusual procedures. In doing so, we follow the mask obligation, the required minimum distance and the additionally applicable hygiene regulations. By acting and working together responsibly, our employees will be able to ensure that our guests have a pleasant and safe stay.

13. WORK PROCESSES

Our employees are required to strictly follow the new work processes and to ensure these by checklists.

14. DEALING WITH THE EMPLOYEE

Every employee has received personal and written instruction about the current measures and rules and is aware of his responsibility to contribute to the containment of the coronavirus.

Status 22 May 2020, Jörg Schlag, Managing Director