



# hygiene concept

## Hotel Weisses Kreuz

The health and safety of our employees and our guests is our highest priority.

For that reason, all our employees are being tested for COVID19 every Monday – a policy we have employed since the beginning of July.

We follow all hygiene requirements recommended by the Austrian government and continuously train our team.

In the following we have summarized all measures we are currently undertaking to ensure a safe work environment for our employees and a safe and enjoyable stay for you.

## 5 rules that have to be followed at all times:



The following rules are to be followed at all times!

- **At least 1 meter distance to other persons** – except to persons living in the same household or are travel companions staying in the same accommodation unit
- **Masks (covering nose and mouth) recommended for all gatherings**
- **Wash hands several times a day** with warm water and soap for at least 30 seconds
- **Avoid touching your face** with unwashed hands
- **Coughing and sneezing into the elbow** or a napkin
- Where possible employees are put in constant teams to ensure that in a case of emergency the hotel can keep operating
- Only **healthy employees** are allowed to come to work
- **Obligation that infected employees must inform employer immediately after learning about the infection.**
- **Check lists** are to be followed with **utmost diligence**
- **Open doors** in the hotel – Careful fire safety doors have to be locked after closing hours
- **Room service** control distributors for disinfectants repeatedly throughout the day

Is there reasonable suspicion that an employee is infected with COVID19, the employer has to immediately inform health authorities. The employee is legally obligated to share any persons they were in contact with. The relevant time window in this case is up to two days prior to the first symptoms. All persons that had more than 15 minutes of contact with said employee are to be contacted.

## kitchen:

- After closing hours disinfect all surfaces
  - All work surfaces
  - All door handles
  - All drawer handles
  - All on/off switches of electric devices and light switches (except are only power sockets)
- Scrub floors with disinfectant
  - Apply – let sit for 20 minutes – wash off
- Rooms have to be aired regularly (at least once every hour) – if weather conditions allow it, doors should be kept open to grant air flow
- Minimum distance of 1 meter between employees – especially between the kitchen and service teams – avoid physical contact

## service:

- Breakfast – stick to hygiene policies on checklist
- During service: regular disinfecting of coffee machine, juice dispenser and tea vendor
- Do not put any items on the table that are meant for common use by guests. Salt, pepper, ketchup, etc. are to be provided after request.
  - Salt and pepper are not to be used again on the same day
  - Sugar and creamer are provided in single use packaging
- Every menu is to be disposed after every use
- Drink menu is not to be used again on the same day
- Before opening service and after finishing disinfect all door handles and surfaces
- Rooms have to be aired regularly (at least once every hour) – if weather conditions allow it, doors should be kept open to grant air flow
- Guests are to be seated by employees
- All wooden surfaces have to be cleaned after every guest. Table cloths have to be changed after every guest.
- Minimum distance of 1 meter between employees – especially between the kitchen and service teams – avoid physical contact

## room service:

- All drinking glasses have to be exchanged after departure of guest
- Once a day all handrails are disinfected
- Twice a day all buttons for elevators are disinfected
- Room cleaning in occupied and departure rooms:
  - Daily disinfection of door handles, light switches, surfaces, TV-remote, phone, safe surfaces, window handles and room map

## reception:

- Disinfection at beginning and end of shift
  - Desktop, key boards, credit card terminal, telephone, printer, computer, cupboard handles, fuses, door opener (glass door), drawers.
- Room keys will be dispensed in the designated box by guests and disinfected on the following day before they are reused
- Pen boxes (new + used) at the reception for registration forms
- Minimum distance of 1 meter between employees and guests
- Entrance hall has to be aired regularly (at least once every hour) – if weather conditions allow it, doors should be kept open to grant air flow
- Group scheduling for dinner to ensure least amount of people in the dining hall at the same time
- Informing of guests at arrival about code of conduct

## code of conduct for guests:

- **At least 1 meter distance to other persons** – except to persons living in the same household or are travel companions staying in the same accommodation unit
- **Masks (covering nose and mouth) recommended for all gatherings**
- If possible, **make reservations prior** in order to **avoid holdups** at the reception and in the restaurant
- If possible, **pay contactless** (card payment)
- **Follow instructions of employees**
- **Avoid hand shaking and hugging**
- **Wash hands several times a day** with warm water and soap for at least 30 seconds
- **Avoid touching your face** with unwashed hands
- **Coughing and sneezing into the elbow** or a napkin
- **If faced with signs of infection, do not travel.** If any signs of infection start showing during stay contact host

**By being careful you do not only protect yourself but other guests and your guests!**