

Dear Guests,

We gladly inform everybody that on 4th June 2020 our hotel – in renewed environment - opened its gates again. Because of the cancellation of quarantine from this time the hotel and the restaurant can be both visited. The most important for us is the safety of our guests so we initiated several new protocols and do all possible precautions for the protection of you and our staff. This way we ensure the pleasant rest for everybody. During your stay we ask your kind cooperation and understanding considering the following matters.

Guest handout about safety protocols in connection with COVID 19

COVID19 plague affects the life of everybody. To avoid the infection we had to introduce strict but necessary cleaning, disinfecting and behaviour protocols. The content of the handout serves the safety of You and our staff, so please read it thoroughly and keep it with your best intentions – thank you!

SAFETY:

- Please do not travel if you feel yourself sick. During the epidemic we handle your booking and accidental cancellation flexible.
- We disinfect the furniture of our corporate venues three times per day and after each guests the tables and chairs in the restaurant and in the terrace.
- During the daily cleaning we pay special attention for disinfecting. We clean the bathrooms with Johnson Diversey - Taski Sani 4in1 virucid cleaning agent which was developed for this very purpose. We clean all other surfaces with Oxivir germicidal.
- Between the wellness treatments we furthermore disinfect the rooms and the equipment.
- We treat the bedlinen with germicidal washing and high temperature ironing.
- We clean and disinfect the rooms each day.
- We require in advance the check in data from our arriving guests, so we ask that only one person per room take over the room key.
- Check out can be much quicker if the room invoice is paid in the evening before the departure. Please apply this possibility to avoid the unnecessary queues on the day of departure.
- During breakfast our colleagues serve the drinks and also help to portion the meals.
- We changed the time of check in from 14:00 to 16:00 so your room can rest more.
- We laminate the menu cards and disinfect them after each usage.

- We made the room handouts downloadable so you can read them on your phone hands-free.
- According to the recommendation of COVID handbook we ask to use your own slippers during your stay.
- In favour of the safety of our guests our staff wears mask but be assured that they smile at you under the mask too.

RESTRICTIONS:

- In the restaurant and in the breakfast hall we set the tables to comply with the social distance regulations. Due to the changed capacity in both units table and time booking are necessary.
- We clean and disinfect the wellness section according to the recommendations of the COVID booklet. But due to the present legislation the indoor pools and saunas are closed.
- According to the present legislation the social distance is obligatory in the pool too. When the indoor pool opens then we ask our dear guests that maximum 10 persons stay in it. This way we ensure the 4 square meters/person criteria according to the regulation.
- We set the relax chairs in the pool area to ensure the obligatory 1,5 m distance between them.
- On the sunbathing terrace the obligatory area for 1 person is 16 square meters.

RECOMMENDATIONS:

- Next to both elevators there are stairs lead to the next floor. If the elevator is used we ask everybody that only those use it together who live in common household!
- According to the recommendations of COVID booklet we avoid physical contact between us and the guests and among us too.
- In the whole area of the hotel we prefer cash-free payment, we certainly add your consumption to the room invoice.
- With the room keys we prepare a disinfected pen in an envelope for You. We ask you to use only this one if possible during your stay!
- We placed hand germicidals in the whole area of the hotel. Please use them frequently - we also do!