

Guideline – measures of GHOTEL Group – coronavirus

Dear guests,
Dear business partner,

These are challenging times for all of us and we sincerely hope you are well. In the current situation around the novel corona virus (COVID-19), we are aware of our social responsibility to prevent the virus from spreading rapidly and to implement all measures and instructions.

Distance control

In all public areas, we pay attention to a limited maximum number of people present. Distance zones have also been marked, and guests and staff are urged to maintain a minimum distance of 1.5 m. Groups of persons in meeting and restaurant areas are allowed according to the regulations of the authorities.

Duty to wear masks

In general a mouth and nose protection must be worn in the whole hotel area, except at the restaurant table, in guest rooms and in conference rooms if the minimum distance of 1.5 m is guaranteed. Disposable masks can be provided free of charge at reception.

Hand hygiene

Disinfection dispensers are available in all public areas.

Cleaning

All areas of the hotel (public areas, guest rooms and conferences / restaurant) are cleaned according to the recommendations of the Robert Koch Institute. We dispense of any promotional materials as well as glasses, bed scarves and decorative pillows in the rooms.

If you do not wish to have your room cleaned during your stay, we kindly ask you to hang the "Do not disturb" sign outside on your room door. If you require any additional amenities, please contact our reception staff.

Cashless payment

Cashless payment if possible.

Breakfast / restaurant

Breakfast is currently served at the table, in some hotels of the GHOTEL Group already in buffet form. This variant complies with the hygiene rules. Buffet service by guests with mouth and nose protection and gloves only. Open meals are presented under so-called spray protects. If this is not possible on occasion, we offer packaged meals in buffet form. The restaurants, if available in the hotel, have reopened. Please refer to the homepage (www.ghotel-group.de -> Restaurant & Bar) for the currently reduced menu and the changed opening hours. Due to official regulations, we are obliged to collect your data during a stay in the restaurant.

Sauna / fitness area

Due to the current situation the sauna area in some hotels remains closed. This takes into account official requirements.

If you would like to use the fitness area, please contact the hotel staff.

Meetings / Events

Meetings and events are carried out according to the rules of the various federal states / regional authorities.

Catering during a conference or event will be provided in accordance with hygiene measures, if necessary in the seminar room or separate room. Unfortunately we cannot offer you buffets in all our hotels at the moment, you may choose between menus or plate dishes, depending on the package.

- Provision of hygiene measures, e.g. hand disinfectants in meeting rooms and sanitary facilities
- Pens and blocks are not provided in the meeting room, these are available at reception desk if required
- Signs with hygiene rules are placed at all necessary places
- Regular cleaning and disinfection of tables in meeting rooms, public toilets, door handles etc.
- When entering and leaving the event rooms we ask you to pay attention to the minimum distance and to wear mouth and nose protection
- Thorough and regular ventilation of the rooms by air-conditioning systems and/or fresh air
- Minimum distance of 1.5 m is guaranteed and spatially given at break buffets and during meals. We ask conference attendees for discipline and observance
- Depending on the size of event, the attendees may consume the coffee breaks at the table

We continue to closely monitor the development of the situation in connection with the corona virus (COVID-19) and follow the recommendations of the federal and state governments, the health authorities and the Robert Koch Institute.