

## **Guideline – measures of GHOTEL Group – corona virus**

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 meters.

### **Duty to wear masks**

In general a mouth and nose protection must be worn in the whole hotel area, except in guest rooms. Disposable masks can be provided free of charge at reception.

### **Hand hygiene**

Disinfection dispensers are available in all public areas.

### **Contact tracking**

In our hotels we use luca app for an easy and comfortable contact tracking. Please make sure to have downloaded the respective app prior to your visit in order to use all facilities provided.

### **Cleaning**

All areas of the hotel 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**

We offer our extensive breakfast buffet depending on occupancy.

Also our restaurants and, where applicable our terrace area, are permitted to re-open. We are delighted to serve you fresh regional and international food and drinks in a relaxed atmosphere. Please inform yourself about the re-start date of your preferred location.

### **Sauna / fitness area**

Due to the current situation the sauna area remains closed.

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

### **Meetings / Events**

Meetings and events can be carried out (on request) under observance of the safety measures and according to the rules of the various federal states / regional authorities, if permitted in the desired location.

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.