

Behaviour rules and hygiene requirements for a safe and healthy stay at the Schneeberghof

General measures:

- Please keep your distance!
- Continue to refrain from shaking hands and hugs.
- Wash your hands several times a day with soap and water for at least 30 seconds and use hand disinfection.
- Pay your bill contactlessly and have the consumptions booked to your room during your stay.
- Sneeze or cough into the crook of your arm or into a handkerchief.
- We recommend that you continue to use the elevator cabs only alone or with other people traveling with you.

Special protective measures in the Schneeberghof:

- A plexiglass protective wall was installed at the reception.
- The hotel recommends wearing an FFP2 mask in general areas of the house!
- We continue to provide hand sanitizer in many locations throughout the hotel.
- All sanitary facilities are cleaned and disinfected daily and cleaned and checked several times.
- All areas, especially the hotel rooms, are cleaned with special cleaning agents. Particular attention is paid to cleaning surfaces in the bathroom, toilet, bedside tables as well as the remote control of the TV set and the light switch. The laundry is also professionally washed according to the latest standards. Cleaning plans that we have drawn up with our cleaning partner apply to the entire house.
- Room folders, bedspreads and decorative pillows have been removed from the rooms.
- We kindly ask you to actively use the signs "Do not disturb" or "Please clean up" at the room doors. This allows our chambermaids to enter and clean your room without disturbing you.
- Our hotel employees regularly provide their evidence in accordance with the currently applicable legal requirements of the federal government. In addition, all vaccinated employees are obliged to submit a PCR test result once a week.
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Restaurant:

- We ask you to continue to consume all meals while you are seated at the table.
- A station for hand disinfection is always located directly next to each buffet.
- **Before self-service at the buffet, hand disinfection is still mandatory.**
- There is a one-way rule at the buffet in the restaurant, which is clearly marked.
- All measures apply to breakfast, evening and afternoon buffets!
- We use the digital guest registration of "4yourguests" for a la carte guests.

Wellness & Spa area:

Changed opening times: Indoor swimming pool 07.00 a.m. - 09.00 p.m.
 Saunas 2.00 p.m. - 8.00 p.m. (Mon - Fri)
 09.00 a.m. - 08.00 p.m. (Sat, Sun, public holidays)

- On your own responsibility, we ask you to continue to maintain appropriate distances from people outside the household.
- You can use the fitness room as usual. Before and after using the fitness equipment, the user has to disinfect it thoroughly as before.
- In the wellness and spa area, there are also disinfection stations that are to be used for hand disinfection, but also disinfection wipes for self-disinfection of loungers or devices.
- You can use our massage and cosmetic offers as usual, while observing all hygiene and protective measures.

You can help us:

In order to be able to implement our concept successfully, we appeal to your personal responsibility.

Please be aware that despite compliance with all comprehensive protective measures, there is a residual risk for each individual. Thanks to care and personal responsibility, everyone protects themselves and other guests and hosts!

The Schneeberghof team thanks you for that!

November 7th, 2021 (subject to change)