

Rules of conduct and hygiene requirements for a safe and healthy stay at the Schneeberghof

We take care of your health and well-being within the scope of our possibilities and, conversely, we need your support in order to successfully implement our concept. We would be happy to help you implement your individual company agreement!

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 disinfectant.
- 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.
- Wearing an FFP2 mask in the general areas of the house is compulsory in the general areas of the hotel!

General protective measures in the Schneeberghof:

- A plexiglass protective wall was installed at the reception.
- 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 switches. The laundry is also professionally cleaned according to the latest standards. Cleaning plans that we have drawn up with our cleaning partner apply to the entire house.
- 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 once a week.

Special protective measures

for the seminar area:

- The number of participants must be specified correctly in advance. Day guests are also to be announced.
- Event rooms are regularly ventilated, which we ask speakers and trainers to do during the event. Before and after this is done by hotel staff.
- Trainers and speakers are asked to ensure compliance with the currently applicable rules and to actively point this out to participants.
- Break times are agreed in advance between the organizer and the hotel.
- The documentation of the contact details of all participants takes place via entry in a list and our hotel software. Day guests must first register at reception by name and with their contact details before they can take part in a conference / event and must always present a 2G certificate. The data is stored based on the requirements of the GDPR.

Restaurant:

- All food and drinks may only be consumed while sitting at the table.
- A hand disinfection station is always right next to each buffet.
- Hand disinfection is still mandatory before self-service at the buffet.
- There is a one-way rule at the buffet in the restaurant, which is clearly indicated.
- All measures apply to breakfast, evening and afternoon buffets!
- We use the digital guest registration of "4yourguests" for a la carte guests. Anyone who cannot use this type of registration is asked to fill out a prepared form that will be destroyed 28 days after the visit.
- Due to legal regulations, the restaurant and the bar must close at 22.00 h. We ask you to leave the gastronomic areas. You are welcome to take your drinks with you in the hotel lobby or in your room.

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)

9 a.m. - 8 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, the user is asked to thoroughly disinfect the fitness equipment as before.

- In the wellness and spa area, there are also disinfection stations that can 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!

In order to be able to implement our concept successfully, we appeal to the personal responsibility of participants and speakers / trainers.

Upon arrival, our guests will be informed about measures. Our rules of conduct can be forwarded to participants in advance.

Under this link you will find the currently applicable framework conditions for events:
<https://www.sichere-gastfreundschaft.at/messen-veranstaltungen/#lp-pom-block-1146>

The Schneeberghof team thanks you for that!

December 23, 2021 (subject to change)