

Hotel industry

The Hygiene Promise of the Upper Black Forest

Hotel

- ✓ During guest contact all our employees wearing face masks
- ✓ We as well as our guests keep the minimum distance of 1.50m, if not possible all are wearing face masks
- ✓ There are plenty of hand disinfection possibilities in the entire hotel
- ✓ We ensure that all generally used surfaces, objects and rooms are cleaned regularly, professionally and by trained personnel
- ✓ We ventilate the public areas at regular intervals to ensure the circulation of fresh air
- ✓ Our employees are regularly trained and instructed according to the current situation

Reception

- ✓ We do without the personal contact during the greeting, but welcome our guests all the more warmly with a smile
- ✓ To protect you and our employees we use protective screens
- ✓ Public areas, high-touch surfaces and objects are regularly cleaned and disinfected or even after every use (e.g. ballpoint pens)
- ✓ We prefer and support cashless payment

Hotel rooms

- ✓ We have developed detailed cleaning protocols and trained and instructed our employees accordingly
- ✓ After each departure all rooms are thoroughly cleaned and disinfected by trained cleaning staff
- ✓ For the disinfection only professional and special cleaning agents and techniques against viruses are used
- ✓ High-touch surfaces and objects are specially cleaned and disinfected
- ✓ Before every arrival, sufficient air exchange is ensured
- ✓ On request of our guests the daily room cleaning can be adjusted

Restaurant/ Gastronomy

- ✓ All our employees wearing face masks
- ✓ We welcome our guests at the entrance and place them
- ✓ Necessary minimum distances between all tables in the restaurant are maintained

- ✓ During the entire stay each guest is assigned a fixed table – if this should not be possible, two service times are offered
- ✓ If a buffet is possible, appropriate safety measurements, such as face masks, disinfection dispenser and/ or disposable gloves, are taken
- ✓ Tables are cleaned and disinfected after each use

Wellness and Spa area

- ✓ The whole wellness, beauty and spa area is equipped with disinfection dispensers
- ✓ We are keeping the minimum distance whenever possible and/ or wearing face masks
- ✓ Regularly basic cleaning and disinfection of all areas is a matter of course for us
- ✓ We attach importance to a regular air exchange or air cleaning