

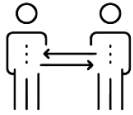
# KREMSLEHNER HOTELS WIEN

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## **MASK**

- guests and employees have to wear a FFP2 mask in the whole hotel.
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## **DISTANCE REGULATION AND ACCESS RESTRICTION**

- We make sure that the required minimum distance can always be maintained in all areas of the hotel.
  - In the lobby, in the restaurant, at the seminar area or in the bar, we ensure that the maximum number of persons present is appropriate for the space and provide seating / tables with an adequate spacing.
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## **HAND HYGIENE & DISINFECTION POSSIBILITIES**

- We have increased the number of disinfection dispensers in our hotels and also have equipped our employees with designated products for hand and surface disinfection.
  - You will find the possibility of disinfection at all essential contact points, for example in the lobby, in front of our restaurants, bar or seminar rooms.
  - Public toilets in the hotel are cleaned and disinfected at highly intensified intervals in compliance with strict hygiene standards. In our public toilets you always have the possibility to wash and disinfect your hands.
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## **INFOPOINT RECEPTION & CONTACTLESS PAYMENT**

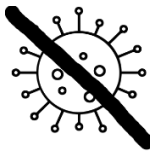
- In the reception area, you and our employees are separated and protected by a plexiglass wall.
  - All surfaces, devices and room keys are carefully disinfected after each use.
  - Please use our contactless payment option to pay your hotel bills by credit card.
  - Our receptionists are well trained and are your first point of contact if you feel unwell or sick.
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## EYE CONTACT instead of SHAKING HANDS

- Our employees are available regarding all questions you have with eye contact and keep physical distance to our guests.
- We also ask our guests to refrain from shaking hands when greeting other people.



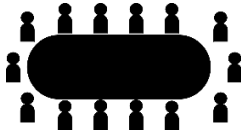
## EXTENSIVE HYGIENE AND CLEANING CONCEPT

- Our already high cleaning standards have been revised and supplemented with additional disinfection measures and strict rules of conduct.
- Cleaning products and disinfectants have been coordinated in terms of their combining effectiveness and in their effectiveness in combating viruses.
- In all hotel areas, regular disinfection of surfaces and frequent points of contact is ensured at short intervals.



## FEEL SAFE IN THE ROOM

- Our cleaning staff
  - change disposable gloves and cleaning cloths after each room and
  - A last step carry out a thorough disinfection of all surfaces
- We do without: bed scarves / decorative pillows / magazines / guest folder in the rooms
- We always adhere to strict HACCP regulations and carefully disinfect all tables / seating / contact points after each guest.



## FEEL SAFE IN THE SEMINAR AREA

- We strictly follow the legal requirements and all banqueting employees are competent contact persons for everything you need regarding bookings or postponements.
- We take care in advance of distance in the seminar room & provide disinfection options for hands and surfaces.
- During your breaks our rooms are ventilated as best as possible.

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## **INTENSIVE TRAININGS AND TRAINING OF OUR EMPLOYEES**

- Together with our cleaning partners, we have prepared our employees in all areas for new processes and measures.
  - Targeted trainings for our chambermaids and housekeeping teams are constantly being refreshed.
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## **EMPLOYEE PLANNING & MONITORING**

- We pay attention to separate shifts when assigning our employees. This enables us to quickly understand chains of infection in the event of unexpected illnesses.
  - All security and protective measures are the responsibility of the hotel management and are checked several times a day.
  - Before starting their shifts, each employee's temperature is measured
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## **RESTAURANT AND SEMINARS**

We have created the possibility to offer breakfast as room service when booked in advance. We always adhere to strict HACCP regulations and carefully disinfect all tables, seats and contact points after each guest.

Your Kremslehner family and staff