

## HYGIENE CONCEPT

Dear Guests,

Protecting our guests and employees is a top priority for us. We assume our responsibility for controlling the pandemic by applying strict hygienic standards and taking due care in all areas.

### Reception:

- Plexiglas screens have been set up in the reception area
- Our staff wear FFP2 masks
- Hand disinfectant is provided by the hotel
- The reception area and lift are disinfected and ventilated regularly during the day
- Door knobs and hand rails are cleaned several times a day
- Instructions about hand hygiene have been posted in the hotel
- FFP2 masks must be worn throughout the hotel and in the seminar rooms
- The floors in the entrance, reception area and restaurant area have been marked to ensure that individuals can maintain a physical distance of 1.5 metres
- Upon request, masks and disposable gloves will be provided at the reception desk

### Sanitary area/WC:

- The facilities are cleaned and disinfected several times during the day
- Disposable towels are replaced
- Instructions about proper hand disinfecting techniques have been posted
- Instructions about physical distancing are provided
- Disinfection stations have been set up in the hotel
- We are all humans – please report any problems immediately!

### Seminar room:

- The maximum number of participants at seminars/events will be modified to meet room conditions, and the minimum physical distancing will be provided
- Seating will be arranged in accordance with physical-distancing standards (including in group work rooms)
- Every seminar participant will receive his or her own chair and desk
- The sitting arrangement will be documented in writing by the seminar leader to determine who sat where
- Every participant will be provided with his or her own pen – this pen may be used only by this individual and will be disinfected after the seminar
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- The seminar rooms will be regularly ventilated
- Morning and afternoon coffee breaks will be provided by the service staff outside each seminar room
- Buffets and plate service will be provided in accordance with safety and hygiene requirements



# MOOSBURGER HOF

HOTEL & RESTAURANT

## Staff/guests:

- Have been trained and instructed
- No physical contact, hugging or hand shaking Coughing / sneezing in the crook of the arm
- If someone suspects that he or she has been infected, this individual should report the situation immediately and go into quarantine or isolation
- Hands should be washed more frequently and disinfected
- Communication should be done at a physical distance of 1.5m
- Rules of behaviour have been posted
- Risk groups should receive special protection
- Contact forms will be treated very confidentially and should be filled out (four-week compulsory retention period!)
- Hygiene lists are maintained and observed
- Personal hygiene: Our service and kitchen staff wear masks and regularly disinfect their hands

## Kitchen:

- In addition to inspecting the quality, freshness and temperature of products when they are delivered, we also operate a seamless cold chain
- Cooks observe all HACCP measures and corona hygiene standards. HACCP stands for hazard analysis critical control point.
- Dish towels are changed daily and washed at more than 60°C. They are also regularly replaced
- Devices and work surfaces are cleaned and disinfected each day in accordance to professional standards

## Rooms:

- Contact surfaces are cleaned and disinfected after each use
- FFP2 masks must be worn outside the rooms
- Instructions about correct hand-disinfecting practices have been posted

Suspected illness and confirmed COVID-19 cases in Moosburger Hof will be reported to public health authorities. Please contact us if you have any questions about our hygiene concept.

Your Moosburger Hof Team