

## **General hygiene measures**

The existing cleaning plans were adapted to the recommendations of the government and the current hygiene guidelines of the Austrian Hotel Association.

For your own safety, you can rest assured that:

- Disinfection racks are sensibly distributed in the house (e.g. entrance area, restaurant)
- the cleaning intervals have been increased
- Disinfectants are used regularly in all areas
- all doorknobs, handrails, lift buttons ... are regularly disinfected and • all public rooms (e.g. toilets) are regularly disinfected

### **Our employees**

Our employees with direct customer contact are tested weekly for Covid19. Every single employee has been professionally trained in the increased cleaning and hygiene standards and all employees are obliged to adhere to the specified hygiene standards and always wear mouth and nose protection or a visor in direct customer / supplier contact wear.

### **Mouth and nose protection**

We recommend wearing mouth and nose protection when entering or leaving public areas.

### **Arrival and check-in**

Until further notice, we have adjusted the cancellation conditions to the current situation.

For a risk-free check-in, you can send us your registration data from home. This means that your data is already stored on arrival and you only have to sign the registration form and receive the studio key. Please note the notices and markings in public areas.

### **Hygiene at the studio**

Textiles and decorations that are not primarily required are temporarily removed from all studios and public hotel areas in order to prevent potential transmissions.

### **Culinary**

In addition to the minimum distance, the increased hygiene standard in all of our

Catering areas implemented and regularly checked by trained staff. At breakfast and dinner you have a table reserved for you. With regard to other standards, such as the maximum number of guests at the table, we are guided by the current requirements of the federal government.

### **RELAX area / wellness area**

Basically, all areas are in operation. Please note the opening times, all rules of conduct for guests and all notices and associated markings Place.

Our water in the outdoor whirlpool is always of the best quality thanks to constant disinfection and treatment. All surfaces and surfaces are carefully adjusted accordingly

Cleaning schedules cleaned and disinfected regularly. In addition, disinfectant dispensers and agents are available in the entire area.

### **Check out**

We kindly ask you to prefer contactless payments to cash payments.

### **Suppliers**

Not only in this situation, it is important to us to source food and other materials (e.g. hygiene items) regionally. The same high hygiene standards apply to all contact with suppliers.

### **Behavior in case of infection**

Should there be a suspected COVID-19 case in the hotel, the

Informed the health authority and contacted a doctor. The person and their relatives undertake to stay in the studio. Professional disinfection of the room is ensured throughout. After departure, the studio will not be occupied for at least three days and will be thoroughly cleaned and disinfected.

The health of our guests and also of our employees is our main focus. We all help together and appeal to our guests to take responsibility for themselves.

The Family Schranz and the FOUR team