



Health and Safety Policy Schlosshotel Steinburg

for the safety of our guests and staff
(15th August 2020)

Hotel

At Schlosshotel Steinburg; hygiene is our highest priority. To measure up to the current situation; all our hygiene standards have been increased and the general regulations have been adapted to ensure the maximum safety of our guests and staff at Schlosshotel Steinburg.

- All members of staff will be trained in the health and safety policy regularly.
- All members of staff who show symptoms of flu must stay in quarantine for at least 7 days.
- All cleaning procedures have been increased.
- Gatherings of people should be avoided.
- All members of staff at Schlosshotel Steinburg have received 3 mouth / nose protective masks (washable).
- In the public areas, all members of staff must wear a mouth / nose protective mask. In the back of house areas, a mask must be worn if the safe distance of 1,50 m cannot be maintained.

Entrance areas

Depending on the weather, doors in “critical areas” (entrance and corridors) will be left open. This is to be done at least during rush hours to prevent contact while opening doors and for better ventilation.

Disinfection dispenser, signs and information are placed in all entrance areas for the guests and staff.

Parking area

- Sign: “Please keep your distance”

Lift

- Sign: “If more than one person is using the lift please only if they are from one household.”
- The operating panel inside and outside of the lift is to be cleaned and disinfected regularly.



Public Areas

- One member of staff is tasked with the regular disinfection of contact areas like door handles, handrails etc.. This person will wear a safety vest with a visible print.
- Regular checks of the public and staff toilets will be conducted and documented (from morning to evening depending on occupancy).
- There are disinfection dispensers available in the public toilets.
- Every second urinal is off limits to ensure the safe distance is maintained.

Pool and Sauna

- The maximum of people in the swimming pool area is at eight.
- Due to hygienic reasons, we do not offer quilts for our guests.
- Towels and bath robes are located in our lockers in the swimmingpool area. Locker keys are issued at reception desk. Therefore, we are able to control the maximum of people in the swimming pool area.
- Our Finnish sauna is limited to two people.
- We have eliminated material for sauna infusions.
- Disinfection dispenser is placed in the swimmingpool area and there will be regular checks by our housekeeping team (cleaning and disinfection).

Reception / check in

- Large ventilated area
- Protection screen made of perspex between guest and reception staff.
- Markings on the floor to maintain distance
- Stand up display with the hygiene and distance policy
- Electronic payments are preferred.
- Regular disinfection of cc terminal
- Staff members must disinfect their hands after every payment.
- Regular disinfection of computer mouse and keyboards
- Disinfection of key cards and hard keys upon return
- No guest amenities in the reception area (fruits, water & sweets)
- Mouth / nose protective masks can be purchased at the reception.



- To reduce time of contact with the guest, all relevant data will be requested in advance. The guest check will be signed with a disinfected pen or with one from the guest.
- 2-3 days before guest arrival, they will receive the pre stay e-mail with the hygiene policy and what is to be expected during their stay.
- During check in, the guest is requested to give reservation information about breakfast and dinner. This is to help coordinate the maximum capacity of the restaurant.
- During check in the guest will be informed about the environmental card. If they stay more than one night, service can be refused to ensure nobody else is entering the room. Towels or anything else can be provided upon request.

Rooms

- Fixed allocation of rooms to room attendant, as far as possible.
- Disinfection of contact areas after room cleaning (switches, door & window handles, etc)
- Depending on the weather, room ventilation with an open window (not tilted) for at least 30 minutes while room cleaning.
- Changing of the cleaning cloth after finishing a room, according to cleaning standard.
- Guest directory, flyers, magazines & guest amenities (e.g. Vanity set, lotion, shower cap) are removed from the rooms. They will be provided to the guest upon request
- The range of minibars will be reduced to a minimum (2 water, 1 cola, 1 beer). Upon departure, the bottles will be cleaned and disinfected.
- Upon arrival, every guest will receive a “Steinburg” mouth / nose protective mask.

F&B / Restaurant

- All guests in the restaurant will be requested to make a reservation in advance. Also, the information about the relation is required to ensure the safe distance is maintained, if necessary.
- All guests will be welcomed and seated by a member of staff.
- Upon arrival, following data will be collected: contact of the booker, time, number of guests and a declaration of agreement to save the data for 4 weeks (according to the Bavarian regulation prescribed by German infection protection law).
- Reduced capacity of the restaurant to maintain the safe distance.
- Longsome ventilation of the restaurant before and after service.
- If the weather permits: utilisation of the outside areas.



- Room service will be offered
- A majority of our breakfast will be served as buffet. Signs explain guests must wear mouth / nose protection and use disposable gloves.
Disposable gloves and disinfectants are available at a „hygienics station“ at the buffet.
- Guests will be asked for their breakfast time at arrival so that we can manage different time slots in order to avoid crowds of people at breakfast at the same time.
- Instead of a buffet, we prefer menu for lunch and dinner, buffet only at private events.
- There will be no “English service“.
- Working equipment should be personalized.
- “To go“- service will be available.

- A QR-code is used for a digital menu.
- Salt and pepper will be provided upon request (disinfection after use).
- All tables will be cleaned after the guests` leave (new table linen or wiped with product).
In the outside areas will be no table linen.
- Silver ware will be placed with gloves.
- Staff will wear a mouth / nose protective mask.
- Guests are required to take their coats / jackets with them to their table.
- Newspapers are not available in the restaurant. The guest has the possibility to purchase one at the reception
- The toy box for children will be forgone.

Kitchen

- Staff members must wear a mouth / nose protective mask if the safe distance of 1,50 m cannot be maintained.
- Working station should be separated if possible.
- Clean and dirty dishes must be separated.
- The change and cleaning of working and cleaning cloth will be increased.
- All tasks will be done according to the HACCP concept.
- Regarding the size of the cooling / freezing units only one person is permitted to enter these at the same time. Should it be necessary for more people to enter a unit, everyone must wear a mouth / nose protective mask.

Staff



- Breaks will not be taken together to maintain the safe distance. If necessary and possible, the break can be taken in the restaurant.
- At the beginning and end of shifts, gathering of staff should be avoided (e.g. changing rooms)
- Staff of administrative departments (e.g. HR & Sales) should attempt to reduce guest contact. If necessary, a protection screen made of perspex can be utilised.
- The data of suppliers must be collected in the same way as the data of guests. If they enter the hotel, they must wear a mouth / nose protective mask.

Events / Conference

- Allocation of larger conference rooms (one size bigger than usual).
- Maintaining the safe distance of 1,50 m.
- Seating possibilities behave the appropriate order of Bavaria. Currently, a group of 10 people (regardless of their households) is allowed to sit together at one table. However, the safe distance of 1,50 m between the tables must be ensured.
- No fruit baskets in the break areas.
- Breaks of the conferences are to be taken in the function room. Alternatively, breaks of various conferences are to be delayed or placed in a different conference room.
- After every change of group / guests, the conference room will be cleaned and disinfected.
- The clearance of the break area will only be done after breaks.
- Snacks (e.g. yoghurt) are only given to the guest, if they are prepacked or by a member of staff.
- Coffee breaks will have personalized portions or will be served by a member of staff.
- Drinks will be provided in bottles on the tables (small bottles)
- Notepads and pens will be provided upon request.

Family celebrations / Weddings

- The actual provisions of Bavaria apply. Currently, 100 guests are allowed to be in Gäste in interior spaces and 200 guests in exteriors. Children will be counted to the number of people, regardless of their age.
- There are no distance rules, not even at activities like dance/games.

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- Self service buffets are possible, if the guests use disposable gloves or disposable serving cutlery and we therefore ensure the cutlery or dishes not be touched by several people.
- Live music is possible under the following conditions: distance of 1,50 m from the public, brass bands and singer 2 m
- Professional band or up to 10 amateur musicians
- Within the room exclusively used for the private party, it is allowed to dispense with the mouth / nose protection.
- In community areas like foyer, hall, restroom, ... there is a mask order.
- Even at private parties, we need to receive the contact dates of all guests according to the current requirements.

Subject to modifications, depending on the legal situation