



Health and Safety Policy Schlosshotel Steinburg

for the safety of our guests and staff
(12th August 2021)

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.
- Regular all members of staff at Schlosshotel Steinburg receive self-tests according to the current requirements

Mandatory face mask

From the age of 14 guests are required to wear a FFP2 – face mask when they are inside the buildings. Staff and management must wear medical face masks as part of the health and safety regulations. From to age of 6 till 15 years children and teenagers must wear a mouth and nose cover. If the working area of the staff is covered by (clear) protective walls which ensure infection protection staff may not wear a face mask. The removal of the face mask is allowed for identification purpose, for the communication with guests with hearing problems or because of other mandatory reasons. At the outdoor facilities guests have to wear at least a medical face mask. Exceptions to the mandatory face mask are guest of one household and when guests are sitting at their table in the restaurant. Also exempt are:

- Children till the age of 6
- People who have a credible reason like a disability or personal health that wearing a face mask is unacceptable. A doctor's note can ensure a credibility for health reason. It should include the professional medical assessment of the clinical picture (diagnosis), the Latin name or the classification of the illness according to ICD10 and the reason why this results in an exemption of the mandatory face mask.
- FFP2 face mask can be bought at the reception



Excluded from visits are

- People with a proven SARS-CoV2-infection
- People who had contact to COVID-19 cases in the last fortnight (exceptions are medical care staff who have save contact with COVID-19 cases) or have been quarantined for any other reasons (e.g., return from a risk area). Exceptions will be referred to the current infection protection regulation.
- People who have symptoms which are associated to COVID-19 (fever, unusual allergic reaction, loss of smell and taste, respiratory symptoms of any severity)

Access Authorisation

- Vaccinated persons with a vaccination certificate receive entrance to the Schlosshotel Steinburg without having to do a test. Only if a complete vaccination has been made with a vaccine which is permitted in the EU (Moderna, Johnson&Johnson, AstraZeneca, Biontech/Pfizer) a fortnight ago. These people are exempt from the current social restrictions.
- Recovered persons with a corresponding verification receive entrance to the Schlosshotel when the infection is dating back at least 28 days to maximum 6 month. If the infection dates back longer than 6 month and the first vaccination has been taken place no test is required for entrance.
- Guests receive entrance to the Schlosshotel with a negative Corona test
- *with a PCR-Test including a certificate (cannot be older then 24h at point of arrival)
- *with an COVID-19 rapid test including a certificate made by medical staff or other qualified personal (cannot be older then 24h at point of arrival), see Links below.

Further information which must be followed:

- Children till the age of 14 are not added in regards to the social restrictions
- Children till the age of 6 do not have to make a test.
- Life partners from two households are considered one household.

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 swimming pool 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 swimming pool 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, our overnight stay guests will receive a pre stay e-mail with the hygiene policy and what is to be expected during their stay.
- During check in, we will make a plausibility check of test/vaccination/healed verification.
- 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 and magazines 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

- Since 7th June 2021, we may welcome external guests in our indoor restaurant. At an incidence between 50 and 100, the members of one household as well as two further ones are allowed, at maximum ten people altogether. At an incidence of lower than 50, groups up to ten people are allowed (regardless of their households).



- External guests need a test verification for their reservation in indoor or outdoor restaurant at an incidence between 50 and 100. At an incidence lower than 50, there is no test verification necessary.
- All guests in the restaurant will be requested to make a reservation in advance. Seating possibilities behooove the appropriate order of Bavaria. Currently, due to the increasing number of Corona cases following general ruling apply for the city of Würzburg (only in German):
https://www.wuerzburg.de/media/www.wuerzburg.de/org/med_513625/567640_gastro_nomiehinweise_allgemeinverfuegungen_vom_10._und_14.09.2020.pdf
- 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 safe the data for 4 weeks (according to the Bavarian regulation prescribed by German infection protection law). As an alternative quests can register digitally with the LUCA app. With which the location will be listed. (Information is available via QR code.)
- 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 a FFP2 mask 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.
- 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 FFP2 mask. A information for registering with the LUCA app will be at the delivery entrance.

Events / Conference

- Seating possibilities behave the appropriate order of Bavaria. The minimum distance between the tables will be adhered to.
- 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.
- All guests must wear FFP2 mask, also at their sitting place. (minimum distance according to applicable regulation)

Private Family celebrations / Weddings

- The actual provisions of Bavaria apply.
- At an incidence between 50 and 100, up to 25 people are allowed in indoor restaurant and up to 50 in outdoor restaurant. At an incidence lower than 50, up to 50 people are allowed in indoor restaurant and up to 100 in outdoor restaurant. Vaccinated or healed people are not counted within the maximum number of people.
- There are no distance rules, not even at activities like dance/games.
- 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



Related Links:

- Official test stations in Würzburg (COVID-19 rapid tests or PCR-Tests):
<https://opendata.wuerzburg.de/pages/test-corona-stadt/>
- Actual Incidences: <https://www.radiogong.com/aktuelles/coronazahlen-in-der-region>
- 13th Bavarian infection protection law of 5th June 2021:
<https://www.verkuendung-bayern.de/baymbl/2021-384/>