

This protection and hygiene concept applies to the ARVENA HOTELS

Our contact person for infection and hygiene protection is:

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IN PRINCIPLE, THE FOLLOWING RULES APPLY IN OUR HOTELS AND GASTRONOMY

• In the entire hotel and gastronomy FFP2 mask is required!

- We ensure a minimum distance of 1.5 meters between people.
- We make sure that our employees wear a mouth and nose cover and make them available.
- We ensure that our guests wear a mouth and nose cover on their way to the table, to the hotel room, to the event area and to the toilet.
- People with respiratory symptoms (unless the doctor has clarified e.g. a cold) we keep away from operations.
- In cases of suspicion, we use a set procedure for clarification (e.g. in the case of fever).

1. ACTIVITIES TO ENSURE THE MINIMUM DISTANCE OF 1.5m

Our employees have been trained, in addition to the company regulations, and have been made aware of the expanded hygiene rules (in addition to HACCP and the Infection Protection Act). Each employee contributes to preventing the spread of the coronavirus through impeccable behavior and follows these activities extremely conscientiously.

Our guests are placed individually in the restaurant and event area (e.g. in conference rooms) Accommodation in the rooms takes place individually. This does not apply to people who belong to their own household. In the entire hotel, the walkways are designed so that the minimum distance can be ensured. Signposts and information signs provide additional security for guests and employees.

Internal Activities:

- Instruction of employees and guests about the distance rules.
- Installation of information systems at the entrance of the hotel and in the restaurant.
- Routes are marked for better orientation.
- Reception of the guests at the door or at a minimum distance at the reception of the hotel.
- Briefing of guests by the staff.
- Access to the hotel/restaurant is controlled and guests are informed accordingly.
- We offer no luggage service.
- No cloakroom service.
- Even if the frequency is low, all available areas and rooms are used to ensure that to ensure a lot of distance between the guests and between participants in events.
- Avoidance of queues in the hotel lobby, event and restaurant area.
- Plexiglass walls are used, for example, at the reception.
- Regular control of compliance with the distance rules and, if necessary adaptation of the walking routes.

2. MOUTH AND NOSE COVERAGE - FFP2 mask is necessary!

Our employees are required to wear a protective mask while serving guests as well as in public areas. The same applies in the non-public work areas - i.e. behind the scenes - if the minimum distance cannot be maintained.

Our guests are required to wear a mask in the entire hotel, especially in the public areas. There is no mask requirement in your own hotel room or at your own table in the restaurant area.

Internal Activities:

- Guests have to wear a mouth and nose covering.
- The staff must also wear a mouth and nose covering in rooms in which guests stay as well as in the outdoor area, as far as the distance of 1.5 m is not kept can be
- At workplaces and in situations which it is difficult to keep the distances, employees with previous illnesses should not work
- Training of employees in the correct use of a mouth and nose cover is given
- Appropriate mouth-nose-coverings for employees were provide all the time

3. ACTIVITIES IN SUSPECTIVE CASES

The basic principle for our employees and our guests is "If you feel sick, stay at home".

Internal Activities:

- Employees with symptoms have to leave the hotel or have to stay at home.
- Affected persons have to contact a doctor or the health department immediately.
- The pandemic plan is used as well.
- No admittance of guests with suspicious symptoms. Our employees reserve the right to deny access to the hotel to guests who have suspected symptoms.

4. HAND HYGIENE

There are disinfectant dispensers in the entire hotel and sanitary area that can be used by guests. Proper hand hygiene is also important in the sanitary facilities pointed out.

Our employees have been trained, in addition to the company regulations, and have been made aware of the expanded hygiene rules (in addition to HACCP and the Infection Protection Act).

Internal Activities:

- Posting instructions on hand hygiene
- Provision of dispensers for hand disinfection
- Instruction of employees in hand hygiene and training of employees in correct use and disposal of disposable gloves
- Provision of soap that is gentle on the skin
- Provision of paper towels for single use (no hand dryers)
- Provision of disposable gloves

5. RESERVATIONS BY THE GUEST

Room reservations are made through the usual internal and external channels.

Reservations for the restaurant are accepted by telephone/ e-mail. Here we ask in advance for the number of persons, relationship of the household as well as the telephone number in case of queries. All other personal data will be recorded - with the guest's consent by signature - on site.

Internal Activities:

- Guests reserve in advance to be able to check capacity limits and to prevent overbooking
- Tourist reservations for groups are dependent on the incidence
- Direct acceptance of guests without prior notice is only permitted if queues can be avoided
- Guest data to be collected: first and last name, telephone number, number of guests, period of visit - recorded in a guest list
- Room occupancy, table plans and guest lists are created
- Limitation of the length of stay to reduce the risk of infection is possible
- Arrival times are agreed with the guests for the overnight and restaurant areas in order to prevent queues
- Information to the guest to bring a mouth and nose cover (FFP-2 mask)

6. AT THE ENTRANCE OF HOTEL AND RESTAURANT

In front of the hotel and restaurant entrance, our guests and visitors are informed about the currently hygiene rules in the house. When entering the hotel, a mask is required for the entire public area as well as the outside area (beer garden, terrace, outside catering) - except at your own table and in the hotel room.

Internal Activities:

- Reception of the guests at the door of the restaurant or at the reception of the hotel.
- The guests are informed about keeping the distance requirement of at least 1.5 m
- Disinfectant dispensers are available at the entrance and throughout the hotel.
- The guests are advised that sitting together without complying with the a minimum distance of 1.5 m is only permitted to those people who have contact is allowed among each other (e.g. people in a household).
- The guests have to wear a mouth and nose cover upon entering the establishment, except at the table or in your own room.
- Notice of rules / information before entering the hotel.
- Room - guest briefing by the staff.
- Control entry "You will be seated" sign in the hotel lobby / restaurant.
- No cloakroom service.

7. IN THE HOTELROOM

Our guests are not required to wear a mask in their own hotel room. Small amenities (such as a sewing kit, minibar, writing utensils) have been removed from the hotel rooms. These can get at our reception at any time. This also applies to extra pillows or bathrobes.

We would like to ask our guests to support our cleaning staff as far as possible and to keep personal items and bathing accessories closed, if possible in their suitcases.

Internal Activities:

- Our housekeeping do their cleaning work in the room, in the hallways and public areas with mask.
- Housekeeping only cleans the room when the guest is not in the room.
- The guest can use the „red sign“ on the door to signal that he wants no cleaning service fresh towels or bed linen can be also serve by the reception, as well as drinks.
- In addition to our high hygiene standards, all surfaces and objects are sanitary cleaned and contact with decorative objects avoided.

8. IN THE RESTAURANT

A mask is required in the restaurant and dining area - except at the own table. Our staff will meet you at the entrance and assign you your table. During the entire service, our employees wear mouth and nose protection and keep a minimum distance of 1.5 m. This also applies to work in the background.

Internal Activities:

- Maintain a distance of 1.50 m between guests who are not seated at a table.
- Only people who are allowed to contact each other are allowed to stay at a table (e.g. people in a household, families)
- Tables and chairs will be removed or it will be indicated that they may not be used.
- The catering is carried out at tables, no self-service.
- Seat cushions are largely removed.
- No table linen or change of table linen after each occupancy.
- No table decorations or cleaning after every guest change.
- No sugar, salt and pepper shakers on the tables;
If possible, disinfect on portion packaging or after use or change of guest.
- Use single-use menus or disinfect menus for multiple use after each use.
- For the time food supply will be minimized.
- Offer paper napkins instead of cloth.
- Cutlery and glasses are covered with gloves; alternatively bring cutlery to the table on a plate.
- If necessary, place the drinks tray on the table and let the guests take their own drink from the tray, possibly without draft drinks.
- Whenever possible, plates are preferred.
- Where possible, serving dishes with serving hoods (globes)
- After removing plates and glasses, hands are washed / disinfected before clean dishes are touched again.
- Where possible, contactless payment is made possible, EC cards, etc.
- The cash register surface and EC devices are regularly disinfected.
- Wherever possible, walkways are marked as one-way streets.
- Tables in highly frequented areas (entrance, corridor to the toilet) will not be occupied.
- After each table occupancy, the tables and hand contact surfaces of the chairs are cleaned.
- Rooms open to the public are ventilated regularly, i.e. every two hours.

9. IN THE MEETING ROOM

In our conference rooms in particular, we make sure to keep the minimum distance and give our guests a feeling of security. **Mouth protection also applies in the event area at your own table - depending on the incidence value and type of event and despite the distance.** (please note the incidence value!)

Internal Activities:

- Each participant receives his own table and drinks.
- The minimum distance is observed.
- The coffee breaks and meals are adapted to the current regulations.
- In addition, a ventilation concept in the conference rooms offers security and protection for the event participants (at least 5 times a day - before the start the event, 1st coffee break, Lunch break, 2nd coffee break, after the event - by hotel staff)
- In addition, ventilation filters ensure a clean and safe room climate
- After every guest change, tables and chairs are disinfected and writing utensils are exchanged.

10. SANITARY / TOILET ROOMS

The sanitary facilities are cleaned and disinfected at fixed intervals by our housekeeping. The housekeeper will instruct the employees, including regular checks. Disinfectants, soap dispensers, disposable towels and information on proper hand hygiene are standard in all public toilet areas.

Internal Activities:

- Close intervals for cleaning frequency.
- Set up soap and disinfectant dispensers.
- Towel dispensers are used.
- Notice of the cleaning times with the signature of the cleaning staff.
- Regular disinfection of door handles and fittings.
- Blocking of every second urinal
- Observance of the minimum distance.

11. OUTDOOR GASTRONOMY

In our outdoor catering, a mask is required - except at the assigned table. Our staff will greet you at the entrance and assign you your table. During the entire service, our employees wear mouth and nose protection and keep a minimum distance of 1.5 m. This also applies to work in the background.

A hygiene concept based on checklists ensures that the measures in outdoor catering are strictly adhered to in order to offer security at the table after a guest change.

Internal Activities:

- Set up the patio furniture more spaciouly in order to maintain the minimum distance.
- No cutlery baskets that guests use to help themselves.
- No self service.

12. IN THE KITCHEN

Our kitchen and service employees have been made aware of the extended hygiene rules (in addition to HACCP and the Infection Protection Act) Each employee contributes to preventing the spread of the coronavirus through impeccable behavior and follows these measures extremely conscientiously.

The minimum distance and the extended hygiene standards are also observed during the work and are guaranteed by covering with protective masks.

Internal Activities:

- The minimum distance of at least 1.5 m between employees is observed or mouth and nose covers are worn, and workplaces are marked if necessary.
- In the scullery or washing area, care must be taken to separate clean and dirty dishes.
- Work materials are cleaned more often with hot water.
- If there is only natural ventilation, ventilation is more regular.
- During wash cycles, it is guaranteed that the specified temperatures are reached, this ensure safe cleaning of the dishes.

13. DEALING WITH THE GUEST

We want our guests to feel comfortable and spend a pleasant time with us - even if the circumstances are currently leading to unusual measures. We adhere to the mask requirement, the minimum distance and the additional applicable hygiene regulations. By acting responsibly and working together, our employees will be able to offer our guests a pleasant and safe stay.

Internal Activities:

- No body contact, no shaking hands, no patting on the shoulder in passing.
- The minimum distance is used for communication.
- If the minimum distance cannot be maintained, the mouth and nose cover must be worn, which is mandatory for service employees.
- Cough / sneeze in the crook of your arm.
- Frequent, thorough hand washing.

14. WORK PROCESSES

Our employees are required to adhere precisely to the new work processes and to ensure them using checklists.

Internal Activities:

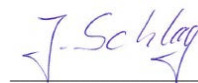
- Observe distance requirements of 1.50 m, also among employees.
- Wherever possible, work with permanent teams in shifts.
- Enable pick-up / delivery service for guests if necessary.
- Offer home office, where possible.
- Incoming goods / delivery processes have been optimized in order to avoid contact with external persons.
- Enable service without frequent inquiries: making table plans and serve food and drinks without speaking.
- Enable contactless check-out.

15. DEALING WITH THE EMPLOYEE

Every employee has received personal and written instruction about the current measures and rules and is aware of his responsibility to help contain the coronavirus.

Internal Activities:

- Measures and rules of conduct were laid down in writing and posted in the backoffices for employees to see.
- Employees have been trained: hygiene and behavior rules as well as minimum distance.
- Employees are trained in such a way that they can also inform the guests about the hygiene measures and rules of conduct that have been taken.
- Employees are requested to report the first signs of infection and seek medical advice.
- Internal meetings and staff meetings are only held at a minimum distance.
- The minimum distance must also be observed in the break areas.
- Break times are equalized.
- Sufficient protective equipment such as mouth and nose covers, gloves and sufficient washing facilities with liquid soap and disinfectant are provided.
- More frequent hand washing and disinfection is prescribed.
- In the changing rooms, work clothes are separated from private clothes as far as possible.
- Risk assessment was drawn up.
- Pandemic plan has been drawn up.



Stand July 1st 2021, Jörg Schlag, CEO

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