

This protection and hygiene concept applies to the ARVENA HOTELS

Ur contact person for infection and hygiene protection is:

Arvena Hotels - Ms. Steffanie Schlag

Fon: 0911- 8922-149 Mail: s.schlag@arvena.de

## IN PRINCIPLE APPLIES IN OUR HOTEL AND GASTRONOMY OPERATIONS VACCINATED - TESTED (with verification), and MASK IS REQUIRED (at least a surgical mask)

Any guest who has not been vaccinated or has recovered (proof required) must show a negative test upon arrival at the hotel. Guests who have not been vaccinated or recovered must submit a new test every 72 hours.

### Each guest must provide the following certificate upon arrival:

- a PCR test (not older than 48 hours) or
- a antigen test from an official authority, such as a test center, pharmacy, etc. (not older than 24 hours) or
- an official receipt for a complete vaccination (valid from day 15 after the full vaccination) or
- or an official receipt for recovery, which is no more than 6 months old.

### Contact data acquisition:

- Contact details are collected in restaurants and at meetings and congresses if you are not staying at the hotel and thus the registration form has already been filled out on arrival.
- The surname and first name, an address and secure contact information (telephone number, email address) as well as the period of stay must be documented.

### 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. 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.

### 2. MOUTH AND NOSE COVERAGE (at least a surgical mask)

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.

### 3. ACTIVITIES IN SUSPECTIVE CASES

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

### 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).

### 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.

### 6. AT THE ENTRANCE OF HOTEL AND RESTAURANT

In front of the hotel and restaurant entrance, our guests and visitors are informed about the current 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.

### 7. IN THE HOTEL ROOM

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. You can get them 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.

### 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.

### 9. IN THE MEETING ROOM

A mask is required in the entire conference and break area if the minimum distance of 1.5 m cannot be maintained. If the minimum distance of 1.5m can be maintained, there is no mask requirement at the seat. During the entire service, our employees wear mouth and nose protection and keep the minimum distance. The rooms are regularly ventilated and the windows are kept open whenever possible. Air purification devices are set up in the event room if there are larger numbers of people.

### 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.

### 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.

### 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 corona virus 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.

### 13. DEALING WITH THE GUEST

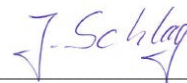
We want our guests to feel comfortable and spend a pleasant time with us - even if the circumstances are currently leading to unusual measures. We adhere to the mask requirement, the minimum distance and the additional applicable hygiene regulations. By acting responsibly and working together, our employees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

### 14. WORK PROCESSES

Our employees are required to adhere precisely to the new work processes and to use checklists.

### 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 corona virus.



Stand 2. September 2021, Joerg Schlag, CEO

Due to the constantly changing number of infections, the shown hygiene concept can become even more stringent. At this point we would like to refer to the official provisions and ordinances.

Thank You!