



## **HYGIENE RULES, SAFETY IS KING.**

Our measures for the health and safety of our guests.

Giving people a feeling of home and security in LINDENBERG is a matter close to our hearts. To ensure this at all times, even during pandemic conditions, we have developed a hygiene and cleanliness strategy. We implement the recommendations of DEHOGA and BGN:

- **DISTANCE CONTROL.** Our employees regulate the flow of guests and keep an eye on the required distance. Also among themselves the necessary distance is kept, on close contact (hugs, hand give, kisses) is avoided.
- **MASKING.** Our employees wear masks. Guests are also advised to wear them. Mouth and nose protection is kept ready for guests.
- **DESINFECTION.** Hand disinfection is available in the public areas and toilets. The common kitchens are equipped with hand disinfection and surface disinfection. Regular disinfection of the touch-intensive surfaces is performed in the public areas.
- **TAKE AWAY.** The breakfast buffet will be waived due to the conditions. Our bakery offers a wide range of take away products. Prepared under hygienic guidelines.
- **ROOM CLEANING.** Tightening of cleaning standards in the rooms:
  - Cleaning personnel wear mouth and nose protection
  - Change gloves and cleaning rags after each cleaned room
  - All surfaces are disinfected after cleaning
  - Room is only entered by trained and responsible personnel
- **RECEPTION.**
  - spitting protection is attached
  - Cashless payment
  - Disinfection of room key cards, registration card and pens
  - Distance rules implemented by employees
  - The guest is transferred to the Early-Check-Out option (Payment at check-in or one day before departure)
  - Disinfectants for guests and employees are available
- **APPLICATION.** The occupancy of the floors is distributed generously according to capacity to regulate guest contact points.



- **INTERNAL COMMUNICATION.** Increased and recurring instruction of employees on the additional hygiene and disinfection practices, as well as the rules for behind-the-scenes interaction with colleagues. The staff is instructed on general hygiene standards, especially hand hygiene and the sneezing and coughing etiquette. Continuous auditing of the measures by internal control committees.
- **VENTILATION CONCEPT.** A ventilation concept of the public areas is available.