

Dear guests,

To ensure that you continue to feel comfortable with us, we have enhanced our hygiene standards for you. The safety of you and our City Hotel Würzburg team continues to be our top priority. Please help us in maintaining this and follow our hygiene guidelines in order for us to provide you with the best possible protection in every area during your stay.

We would like to explain the individual measures in the following. We remain at your disposal should you have any questions. We look forward to your visit!

## **A**

### **Arrival**

Please regard the Bavarian regulations. We ask you to wear your own mouth and nose masks in public areas upon arrival and during your stay with us. Please note the safety distance of at least 1.5 meters.

## **B**

### **Breakfast**

We serve our breakfast at the table or alternatively we offer you a packed lunch. But you don't have to do without our delicacies. Our fresh and regional dishes are served in portions. The changed seating arrangement offers enough distance from other guests. The place is cleaned and disinfected after each guest.

### **Business/ Conference rooms**

The conference rooms I + II are currently designed for a maximum of 10 people (classroom seating) due to the existing COVID19 restrictions.

Meals during a conference or event can only be offered in the seminar room or, if necessary, in a separate room. Unfortunately, we can currently not offer you buffets, but only menus or plate dishes in the partner restaurant (200 m from the hotel), depending on the package.

## **C**

### **Check-In**

A disinfection dispenser is available in our reception area. The necessary safety distance can be guaranteed. We offer contactless processes when receiving guests. Our tools are disinfected accordingly after each use.

## **Check-Out**

You are welcome to pay by EC card or credit card. The card terminals and our tools are disinfected accordingly after each use.

## **E**

### **Employees**

Our team has the necessary knowledge due to comprehensive training according to the specifications of the professional association. We have an internal hygiene guideline, which contains the general rules of conduct as well as hygiene measures.

## **G**

### **Gloves**

Some of our employees will wear gloves for protection, such as our service or housekeeping staff.

### **Hygiene Measures**

We have increased our daily cleaning frequency even more and added additional disinfection tours. All door handles and stair railings in the hotel are regularly disinfected. This also applies to the toilets and all public areas.

## **K**

### **Key Card**

Key cards are disinfected by us in advance. We kindly ask you to keep your key card with you during your entire stay and not to return it to the reception until your departure. All key cards will be cleaned accordingly after check out.

## **L**

### **Luggage**

You are welcome to store your luggage with us.

## **M**

### **Masks**

For mutual protection all our employees wear masks in all public areas. We also ask you to wear a mask in all public areas. We ask you to bring your own masks.

## P

### Personal contact with the guest

- ✓ Due to the current situation we refrain from direct body contact, such as shaking hands.
- ✓ Communication is always carried out in compliance with the distance of 1.5 meters, which we ask you to respect.
- ✓ Our employees will wear masks when serving and clearing away food.
- ✓ We will communicate the general rules of conduct by posting notices at the hotel entrance: cough / sneeze into the crook of your arm, wash your hands frequently and thoroughly and keep a safe distance of at least 1.5 meters.
- ✓ We will inform you on site and online on our homepage about the implemented hygiene measures.

## R

### Room

Your booked room as well as the public areas will be cleaned according to strict specifications and will be inspected by our housekeeper. Please note that the room cleaning will take place between 9:00 am and 2:00 pm. During the room cleaning we ask you to leave the room temporarily. The cleaning process will take place with open windows. We also would like to ask you to ventilate your room regularly.

We look forward to welcoming you back in our hotel - with the necessary distance and yet with all the warmth of the City Hotel Würzburg.

Your City Hotel Würzburg S\*\* Team