

Dear Guests,

The Gastwerk Hotel Hamburg, including our Restaurant + Bar Mangold, is eagerly looking forward to welcoming you back.

The safety of our staff and guests have always been our top priority, not just during the coronavirus pandemic. On the following pages we'd like to present to you our detailed safety concept.

If you have any questions, requests or suggestions, please feel free to contact us at any time. We are looking forward to welcome you again soon at Gastwerk Hotel Hamburg.

Kind regards and stay healthy!

Your Gastwerk Hotel team

### **Gastwerk Hotel Hamburg Hygiene Concept**

**Last updated: 09/11/2020 // Subject to modification**

#### General:

- Since November, 2nd 2020, we are not allowed to accommodate tourist guests until November, 30th 2020. Currently, according to a regulation of the federal state government, only business travellers are allowed to stay at the Gastwerk Hotel Hamburg.
- All public areas: surfaces and sanitary facilities undergo through cleaning at regular intervals. Surfaces which are especially frequently used, such as door handles, light switches or lift buttons etc. are also regularly disinfected.
- Our staff have received training in relation to the necessary safety and hygiene guidelines, as well as the applicable SARS-CoV-2 Occupational Safety Standard.
- Members of staff who feel ill are not permitted to come to work, or must stop working immediately. A medical assessment is required before the staff member may return to work.
- All work utensils, tools and work equipment are used on a personal basis by our staff wherever possible. Regular cleaning is carried out, particularly where there is a change of job or when handing over duties to other people.

- Markings and signs indicate the minimum distance of 1.5 metres which must be observed between two people.
- Walking routes and distance markers are indicated with signs or cords.
- In the public areas of our Gastwerk Hotel it is compulsory to wear a face mask.
- In situations where the minimum distance cannot be adhered to, wearing face masks is compulsory. Our staff wear face masks whilst working in daily contact with guests and colleagues.
- All rooms at Gastwerk Hotel Hamburg are regularly ventilated, cleaned and the contact areas disinfected. All cleaning operations are being intensified.
- A sanitiser dispenser is available at the whole hotel area
- The public toilets undergo regular and intensive cleaning. Please pay attention to the signage indicating minimum distances.
- Only guests who are staying in the same room are permitted to enter and use the lift. We recommend that the stairs are used.
- Parking continues to be available in the car parks. Please take care to maintain the minimum distance between yourself and other guests when getting in and out of your car.
- Our MINI's and bikes are disinfected before and after each use by a member of staff

#### Reception/Lobby:

- An acrylic screen is used to ensure the protection of staff and guests at reception.
- Key cards are disinfected prior to being given out. The handover will be done via the tray on the counter.
- Pens which have been handed out will be disinfected following each use.
- Payment by debit card, credit card or advance payment is preferred. The card reader is disinfected following every use. Cash payment is possible; the issuance of receipts and change will be done via the tray on the counter.
- The preferred invoicing method is by e-mail.
- A sanitiser dispenser is available.
- All loan items, such as charging cables or umbrellas etc, will be disinfected prior to being issued and cleaned again upon their return.
- Items from the shop will be obtained directly from the reception staff, and these items will also be paid for at reception. Self-service is not permitted. Please speak to a member of our team.

#### Hotel rooms:

- The housekeeping and maintenance personnel also wear face masks whilst working.
- Additional towels or toiletries etc. can be obtained from reception at any time.
- There will be no direct handing over of laundry to guests.
- Decorative cushions on the bed and bedspreads have been removed from rooms.
- The guest directory is available digitally and has been removed from rooms. A printed guest directory is available from reception upon request..
- All glasses have been removed from rooms and replaced with disposable cups.

#### Restaurant / Bar:

- According to the regulation of the federal state government, we as a hotel are allowed to ensure the catering of the house guests in the usual way.
- Our restaurant and bar are expected to remain closed for external guests until November, 30th 2020.
- The tables in our Restaurant Mangold have been arranged to comply with the required minimum spacing distance. This also applies to our spacious outdoor area.
- A sanitiser dispenser is available.
- It is only possible to visit our restaurant if you have made a reservation in advance.
- It is compulsory to record the details of all guests present (/name, address, e-mail and telephone number) in accordance with the Hamburg SARS-CoV-2 Containment Regulation with effect from 13/05/20.
- Pens which have been handed out will be disinfected following each use.
- There is only one menu for lunch and dinner. You can find our current menu [here](#).
- Instead of food and drink menus, our guests can scan the menus using a QR code and view them on a smartphone or tablet. Laminated menus are also available, which are disinfected.
- Our staff wear face masks. Waiting staff also wear disposable gloves when laying tables. In the kitchen, disposable gloves are worn at all times.
- Our balanced breakfast buffet is served in compliance with all hygiene measures. Breakfast times will remain as usual:  
Monday to Sunday 07.00 a.m. to – 11 a.m.
- Our opening hours for lunch and dinner are as follows:  
Monday to Saturday 11 a.m. to 9 p.m.

- On Sunday our Restaurant Mangold is closed after breakfast buffet. There will be food alternatives for our hotel guests on Sunday at the Gastwerk Hotel. Please contact our reception desk for this.
- Due to the current situation our Bar Mangold is closed at the moment.
- Unfortunately we are currently unable to offer room service. As a hotel guest you can order and pick up your favourite dish from our menu in the restaurant. You can enjoy your meal in the restaurant, in our cosy lounge corners in the public areas or in your hotel room.
- Salt, pepper or even sugar etc. are served pre-portioned on request.
- Payment by debit card or credit card is preferred. The debit card reader is disinfected following each case. Cash payment is possible; the issuance of receipts and change will be done via the tray on the counter. For house guests we prefer payment on the room bill.
  
- **Special announcement:** The federal state government granted until further notice a curfew in Hamburg between 10 p.m. and 5 a.m. Thanks for your understanding.
- In addition, the ban on alcohol sales is extended by 5 hours from 10 p.m. to 10 a.m.

#### COSY SPA at Gastwerk Hotel:

- Unfortunately, our wellness and SPA area is currently closed.  
*In general:*
- Treatments are scheduled at intervals in order to avoid contact with other clients.
- Hand disinfection, disinfected headrests and fresh towels after each treatment are all provided as a matter of course.
- The entire SPA team works with gloves and FFP2 face masks.
- In addition, manicures are carried out with a perspex fixture and facial treatments with a visor/protective goggles.
- We have developed an exclusive sauna/spa winter programme 2020/21 for you. More information can be found [here](#).

**Conferences / events:**

- We would like to point out that due to the regular adjustments of the Ordinance on the Containment of the Spread of the Corona virus SARS-CoV-2 in the Free and Hanseatic City of Hamburg, there are changes to the currently valid guidelines for the organisation and events can come.
- According to the ordinance, business conferences with up to 50 persons are currently permitted. If you have any questions regard to his, please contact us by e-mail: [conference@gastwerk-hotel.de](mailto:conference@gastwerk-hotel.de)
- Our conference rooms offer ample space and here too we comply with all the regulations regarding distancing and hygiene measures as a matter of course.
- The minimum distance of 1.5 metres is also observed in the conference room. In addition, it is obligatory to wear a face mask in the conference room until you have reached your seat.