

# VIENNA HOUSE

• THE HEALTH & SAFETY COMMITMENT •



# STAY SAFE

Your well-being has always been the highest priority at Vienna House – no ifs, no buts. Being a true host will remain the prime focus to allow you feel welcome and safe.

We do everything possible to deliver the desired hotel experience. In addition, we comply with all rules and regulations stated by the respective government.

The **Vienna House Manager of Health & Safety** assists you with regard to all your personal requests related to the current situation.



## WELCOME

- With masks, protection shields where necessary and enough space with respect to the distancing rules
- Check-in/Check-out via your mobile device or a one stop at reception. On departure please just throw your key card into the designated box.
- Special focus on disinfection according to Covid-19 cleaning standards. Daily disinfection of rooms, public areas and cleaning of all equipment/items/surfaces.
- Vienna House uses one of the world's best and at the same time sustainable cleaning agents
- New measurements on the maximum number of guests in an elevator at a time.
- Hand sanitizers are available in all public areas.
- Contactless payment is available in all areas of the hotel.
- Free masks are available for guests.
- The mobile concierge offers all information and services such as: opening hours, contact details, menus, offers, newspapers, laundry.

**Browse:** [www.vienna.house](http://www.vienna.house)

- The **Manager of Health & Safety** ensures hygiene regulations, legal requirements and trainings are followed through, documented and checked.
- In case you experience any symptoms of Covid-19 like fever and cough please call the **Manager of Health & Safety** – he will support you and take care of you.

# STAY SAFE

## HOTEL PICK-UP

- Your pick-up driver is wearing protective gears such as masks and gloves, further the car is disinfected regularly.
- Hand sanitizers for guests are available in the car.

## RESTAURANT/BAR

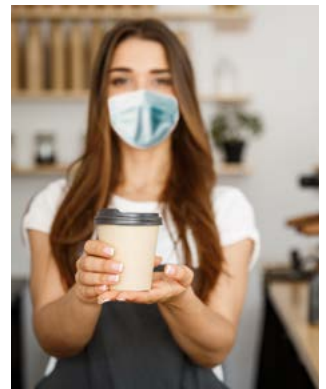
- Special seating according to local guidelines.
- If a buffet is offered, we take care of: more space between food items, pre-portioned food, after-use disinfection of coffee machines and hand sanitizers for guests.
- In case of legal restrictions of breakfast buffets an à la carte breakfast is offered. Or you can choose the new pick-up breakfast bag@reception.
- No quality restrictions – food is served in a sustainable way, wrapped and pre-portioned.
- For sure: all tables and utensils such as plates, cups and servers are disinfected regularly.

## ROOMS

- Daily disinfection cleaning procedures and a particular focus on movable items such as remote controls, light switches, AC controls, phones, pens and more.
- For hotel information and food & beverage offers browse [www.vienna.house](http://www.vienna.house)
- Rooms are controlled and sealed off, after daily disinfection.



- Pre-packed disposable napkins or individually packed napkins with cutlery.
- Choose from digital or wiped-off food and beverage menus as well as blackboards.
- A hygienic option for guests to store their masks during the meal is offered.



# STAY SAFE

## MEETINGS

- New meeting set-ups with at least 1.5 m distance between each table.
- One person per table and general limitation of guests in the meeting area according to local regulations.
- Daily room disinfection according to strict hygiene standards.
- Disinfection stations in the public areas.
- Welcome – with masks, protection shields where necessary
- and space with respect to the distancing rules
- Modern video technology and high-speed WiFi.
- On site, option for contactless communication with your meeting host.

## WELL TRAINED EMPLOYEES SERVE YOU BEST

- Regular trainings offered to employees to follow the new rules and regulations.
- Employees wear masks and gloves according to local health and safety regulations; protection shields are installed where necessary.
- Strict hygiene regulations for the kitchen team such as reduced number of interactions and distancing norms at all times.
- New hand washing routine.
- Highest cleaning standards for all back of the house areas.

