

## Concept for hygiene protection of the Citylight Hotel GmbH

Compliance with the protection regulations for containment of the coronavirus and the associated protection of our guests are our top priority.

For this purpose, we have created the following hygiene protection concept for our company. All employees have been instructed and contractually agreed to comply.

All employees are tested twice a week on the company's premises.

An ongoing update according to the future measures of the Berlin Senate takes place regularly.

We ask all our guests on site for the compliance of the protective measures and the support of our employees during execution of the hygiene protection regulations.

The Citylight Hotel team will be glad to answer any question you may have at [info@citylight-hotel.de](mailto:info@citylight-hotel.de) or under **030/ 34 66 70 90**.

We look forward to welcome you as our guests in this challenging times.

Your Citylight Hotel Team

\*For reasons of the legibility the male form was chosen in the text, the information refers nevertheless to members of both genders.

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According to „Verordnung über erforderliche Maßnahmen zum Schutz der Bevölkerung vor Infektionen mit dem Coronavirus SARS-CoV-2“ (SARS-CoV-2- Infektionsschutzmaßnahmenverordnung -InfSchMV) des Landes Berlin 01 June 2021

## Disinfection plan of the Citylight Hotel GmbH

| Area                       | Frequency                           | Department   |
|----------------------------|-------------------------------------|--------------|
| Switches                   | 5x daily                            | Housekeeping |
| Handles                    | 5x daily                            | Housekeeping |
| Knobs                      | 5x daily                            | Housekeeping |
| Lift / Elevator knobs      | 5x daily                            | Housekeeping |
| Lift / Elevator inside     | 5x daily                            | Housekeeping |
| Heating controllers        | 5x daily                            | Housekeeping |
| Handrails                  | 5x daily                            | Housekeeping |
| Window handles             | 5x daily                            | Housekeeping |
| Surfaces                   | 5x daily                            | Housekeeping |
| Glass surfaces             | 5x daily                            | Housekeeping |
| Door frames                | 5x daily                            | Housekeeping |
| Bar counter                | at least 5x daily or on requirement | Rezeption    |
| Bar tables                 | at least 5x daily or on requirement | Rezeption    |
| Reception                  | at least 5x daily or on requirement | Rezeption    |
| Tables in sitting area     | 5x daily                            | Housekeeping |
| Chairbacks                 | 5x daily                            | Housekeeping |
| Hotel bell                 | 5x daily                            | Housekeeping |
| Entrance opener (outside)  | 5x daily                            | Housekeeping |
| Bell button of the barrier | 5x daily                            | Housekeeping |
| Dustbin lids               | 5x daily                            | Housekeeping |
| Tables in the dining room  | after every usage                   | Küche        |
| Coffee machine knobs       | every 15 minutes                    | Küche        |
| Children's chairs          | after every usage                   | Küche        |

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## General Regulations

- Each person is asked to reduce all physical social contacts to people outside of their own household to an absolute minimum.
- For unavoidable contact to persons outside of the own household, a minimum distance of 1.5 meters is to be kept.
- In the whole hotel area, with the exception of the own hotel room and when consuming of food and drinks at the table, a FFP2 mask is to be worn by everybody older than the age of 6.
- All people present at the hotel must be registered. It is no longer sufficient to register only the data of the main booker, but all booked persons have to be registered. The only exceptions are babies and small children until the age of 5. The reason for the stay also has to be documented.
- All common hygiene regulation regarding for example sneezing and coughing must be complied with.
- When feeling any signs of sickness, an immediate isolation has to take place and a doctor has to be visited immediately.

## Measures per hotel area

| Area / Department | Measures  |
|-------------------|---|
| Entrance area     | Groups may only gather in front of the entrance in compliance with the distance rules (1.5m) and with FFP2 mask.                      |
|                   | Smokers must keep 1.5m distance between themselves and other people   |
|                   | Sitting on the benches in front of the hotel entrance is only permitted with one person per bench.                                    |
|                   | Behavior regulations are visibly displayed and must be complied with.   |
|                   |   |
| Reception         | Spit protection in front of the reception   |
|                   | Obligation for employees and guests to wear a FFP2 mask   |
|                   | If an employee is behind the spit protection, there is no obligation to wear a FFP2 mask.   |
|                   | Regular disinfection of surfaces, telephone receivers and computers   |
|                   | Regular ventilation according to ventilation plan   |
|                   | Maximum of 2 people in the front- and back-office area. If the number is exceeded due to necessary reasons, a FFP2 mask must be worn. |
|                   | Disinfection dispenser at the entrance door   |
|                   | No children's stairs and candy bowl at reception  |
|                   | Separation of the check-in queues   |
|                   | Distance markings on the floor in front of the reception.   |
|                   | No consumable material (city maps, etc.) on display, only on request  |
|                   | Main door is closed to continue to control access to the hotel.   |
|                   | Admission of guests only if reception is not too crowded.   |
|                   | Distance regulation are displayed clearly and visibly on main door  |
|                   | Every guest must provide complete guest data (also with groups)   |
|                   | In general, observation of number of people in lobby area and complying with 1.5m distance rule.                                      |
|                   | Ask for card payment  |

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## Measures per hotel area

| area / department | Measures   |
|-------------------|--|
| Lounge            | No newspapers or displays  |
|                   | Maximum of 3 people in sitting area  |
|                   |  |
| BAR23 – Hotelbar  | FFP2 mask mandatory for employees and guests.  |
|                   | Regular disinfection of surfaces and regular ventilation according to ventilation plan |
|                   | 1.5m distance between guests and employees   |
|                   | No noisy music to better understand the other person                                   |
|                   | Furniture must not be moved and marks on the floor have to be complied with.           |
|                   | When placing the guests, the respective valid contact restrictions must be observed    |
|                   | 1.5 m minimum distance among the guests. This must be observed by employees.           |
|                   | Per bar side maximum of 2 persons  |
|                   | Maximum of 8 persons in the bar at the same time                                       |
|                   | Maximum of 4 persons in the outside area, on table is always unused.                   |
|                   | No bowls with snacks   |
|                   | Drink menus removed, only one as specimen  |
|                   | Drink menu disinfected regularly   |
|                   | Ask for card payment or write invoice to the guest's room                              |
|                   | Disinfection dispenser on bar counter for the guests                                   |
|                   |  |
| Lift / Elevator   | The elevator must only be used alone or with people from the same room number          |
|                   | Display of distance rules in elevator  |

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## Measure plan per area

| area / department       | Measures   |
|-------------------------|--|
| Public toilets          | Hygiene and distance rules must be observed  |
| Club room / lounge      | Use only after prior reservation for a closed group while observing the hygiene and distance rules and the FFPB2 mask requirement  |
| Smoking room for guests | Closed until further notice  |
| Conference room         | Use only after prior reservation for a closed group while observing the hygiene and distance rules and the FFPB2 mask requirement  |
| Luggage room            | Must only be entered with FFP2 mask  |
|                         | Only guests from the same room number can be in the luggage room at the same time  |
|                         | If groups want to leave their luggage, they can only enter the luggage room per room number  |
| Single guest rooms      | When occupying the rooms, the respective valid contact restrictions must be observed   |
|                         | Employees only enter the room when guest is not in the room  |
|                         | Gloves required for employees  |
|                         | In the room all surfaces, knobs, handles, heating controls, switches, tv remote, door handles are disinfected, on departure cupboard interior and cloth hangers are also disinfected |
|                         | Disinfection of all cards and areas the guest may have touched   |
|                         | In the bathroom, all shelves (if possible, with staying guests), handles, knobs, switched, door handles, hair dryer, heating controls are disinfected                                |
|                         | No service until 3rd night   |
|                         | Ventilation during cleaning  |
|                         | Minibar glasses changed upon departure, even when not used   |
|                         | Bar menu removed, notice to minibar on request   |

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## Measure plan per area

| area / department  | measures   |
|--------------------|--|
| Single guest rooms | No writing pads or pens or displays  |
|                    | Unused feedback cards thrown away  |
|                    | Kettles removed. Guest will receive on on request.   |
|                    |  |
| Student rooms      | When occupying the rooms, the respective valid contact restrictions must be observed   |
|                    | Employees only enter room when students are not in the room  |
|                    | Gloves required for employees  |
|                    | Ventilation during cleaning process  |
|                    | No service during stay   |
|                    | Upon departure all surfaces, knobs, handles, heating controls, switches, tv remotes, door handles, cupboard interior and cloth hangers are disinfected |
|                    | Disinfection of all card and areas guest might have touched  |
|                    | In the bathroom all surfaces, knobs, handles, switches, door handles, hair dryer, heating controls are disinfected                                     |
|                    |  |
| Dining room        | Obligation to wear FFP2 mask for employees   |
|                    | Obligation to wear FFP2 mask for all guests, unless at table   |
|                    | Regular ventilation according to ventilation plan  |
|                    | When placing the guests, the respective valid contact restrictions must be observed  |
|                    | Only hotel guests can be catered for. External guests are not allowed.   |
|                    | Including employees, a maximum of 46 people older than 5 years must not be exceeded.   |

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## Measure plan per area

| Area / department | Measures  |
|-------------------|---|
| Dining room       | Disinfection dispenser in entrance area   |
|                   | Walking routes are marked and must be complied with   |
|                   | Distance marks must be obeyed   |
|                   | All meals are offered as self-service buffet  |
|                   | No group formation at buffet allowed, floor marks must be obeyed  |
|                   | 1.5 m minimum distance  |
|                   | Every second table is unused  |
|                   | Blocked table are marked  |
|                   | No table decoration   |
|                   | Children' corner closed until further notice  |
|                   | No cruet stands, salt and pepper are individually packed and can be found at the buffet                           |
|                   | Knobs and drink dispenser are disinfected regularly   |
|                   | Clearing up station with distance markings, only to be used by a single person at once                            |
|                   | Disinfection of tables by employees after guests have left  |
|                   | All regulations also apply to outside area  |
|                   |   |
| Kitchen           | Employees must wear FFP2 masks, gloves, full work clothing including headgear                                     |
|                   | Working stations in kitchen have distance of 1.5m   |
|                   | Daily cleaning and disinfection of all surfaces, switched, handles, knobs, door handles, telephone receiver, etc. |



## Measure plan per area

| Area / department | Measures                               |
|-------------------|--|
| Kitchen           | Daily floor cleaning with disinfection |