

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 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 20 July 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
	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

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	Hygiene and distance rules must be observed
Smoking room for guests	Hygiene and distance rules must be observed
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 2nd 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
	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