



Dorint Hospitality & Innovation GmbH



“In keeping with our promise to inspire people and create special moments and meetings, we have the opportunity once again, especially in these times, to let our words be followed by actions.

Every single employee and #HotelHeld contributes to the implementation and communication of the revised standards and recommendations in order to permanently position themselves and the company internally and externally. A task that has become more important than ever.

We have put all existing standards to the test and improved or adapted them to the situation – and we have defined new ones where we are convinced that it makes sense.

The focus of these considerations is always the well-being of our guests, partners and staff.”

– Jörg T. Böckeler, COO Dorint Hotels & Resorts –

Health and hygiene guidelines to protect our guests, partners and staff

Preventive hygiene measures

- Our staff must wear gloves in the following areas: service, housekeeping, kitchen and stewarding.
- When drawing up the duty roster, we shall ensure that the same teams are active within a shift.
- The walking routes have been redefined in all areas of the hotel.
- Work equipment and devices must be used by only one employee during a shift and must be cleaned and disinfected after completion of the activity.
- Our external service providers shall be informed about all measures, the implementation is obligatory.
- All disinfection and cleaning measures must be documented.
- All staff members who are in direct contact with our partners and guests shall be equipped with a face mask.
- All staff are trained to maintain the minimum distance from other staff members, guests and service providers in the hotel.
- Strategic disinfection stations have been set up for guests and staff in the public areas as well as the back office.
- Staff members and guests, who for operational reasons are located directly opposite each other, are separated from each other by spit guards.
- Use of the disinfectant ZOONO in all areas with “contact surfaces”
 - ZOONO offers our guests good protection in several ways:
The surface disinfectant, which is distributed in the form of mist, is effective for up to 4 weeks after drying.



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Public areas

Arrival and departure

- Check-in and check-out are contactless.
- Guests must observe distance rules.
- There is a spitting protection in the form of plexiglass panes between guests and staff.
- All guests are required to make cashless payments.

Business Corner

- If the hotel has a Business Corner, it will be closed until further notice.
- Business Corner can be provided in a room. This room must only be used by one person at a time. When the activity is finished, this room must be ventilated, cleaned and disinfected. The room can then be authorised for use once again.
- An occupancy list shall be kept here and cleaning and disinfection shall be documented.

Distance control and signposting

- There are signs in all areas of the hotel with signposts and information on hygiene standards and distance regulations.
- Where possible, the DHI “Corona” standards and measures shall also be communicated on the digital info screens. We also inform our guests via SuitePad and TV screens in the rooms.

Guest lift

- A maximum of 2 persons are allowed in guest lifts at one time. We ask our guests to use the staircase where possible.
- Distance markings are placed in front of the lifts.
- Instructions on maintaining a suitable distance are available.
- Access to the lifts is managed by a member of staff.

Lobby

- Additional areas where increased disinfection is required have been added.
- Highly frequented areas such as public toilets, lifts, stair handrails, doors, seating, luggage trolleys, parking ticket machines (where available) shall be disinfected hourly. Disinfectant dispensers are available and the hygiene rules are displayed in all public areas.
- Entrance doors shall be kept open (air circulation and contactless entry).
- Guests are required to wear a face mask.

Lobby Lounge

- The Lobby Lounge shall be checked regularly and surfaces and toilets shall be cleaned and disinfected every hour.
- Guests and staff must adhere to distance regulations.

Restaurants

- All restaurants and bars must be adapted to the new distance regulations.
- Disinfection dispensers are installed in front of the restaurants.
- Buffets are not permitted – food and drinks will be served according to the current regulations.
- Breakfast shall be served in the form of room service (up to the room door) or à la carte.
- Food and drink menus are provided via SuitePads or QR Codes. Where this is not possible, the menus are laminated and must be disinfected after each use.



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Public areas

Restaurants

- At the end of the restaurant visit, all surfaces and utensils used by the guest shall be cleaned and disinfected.
- At breakfast, we offer our guests contactless options.
- Room service can be brought to their room and handed over contactlessly by setting down outside their door.

Conference area

- All conference areas must be adapted to the new distance regulations.
- The respective minimum areas per guest must be observed.
- Disinfection dispensers are installed in front of the meeting rooms.
- At the end of the meeting, all surfaces and utensils used shall be cleaned and disinfected. This shall be documented.
- A list of participants with the responsible employees shall be kept and documented.
- The break areas as well as the sequence of the breaks shall be adapted to the hygiene measures.
- Conference drinks shall be provided in small bottles.
- There are no longer any “public” coffee machines (danger of smear infection).
- Food will be packed individually at break times and served per participant or separately.
- Coffee breaks shall be contactless and personalised.
- We implement a pro-active break management (equalising groups).
- Doors and windows should be kept open as often as possible (air circulation and contactless entry).
- Lunch and dinner shall be presented in à-la-carte form. At present, we do not offer buffets.

Wellness, Fitness, Pools

- Currently, these facilities are not accessible. Changes shall be implemented according to the local specifications.

Room cleaning

- Each guest room is regularly fogged with the product ZOONO every 4 weeks. This results in increased safety, as all bacteria and viruses on the surface sealed by ZOONO are rendered harmless.
- Hand sanitiser shall be provided on all floors or in guest rooms.
- Room cleaning shall be carried out at the guest’s request. To protect the privacy and safety of all parties involved, daily cleaning is suspended. Laundry service on request of the guest.
- Rooms shall not be cleaned and disinfected until 24 hours after departure. During this period, the room shall be thoroughly aired. This is because current studies show that textiles in particular can still provide a good environment for the viruses to survive due to their ability to absorb moisture over a certain period of time. Due to the high sensitivity of the viruses, it can be assumed that no further infection can occur the following day, provided normal hygiene measures are observed.
- There must always only be one employee in the room for cleaning.
- Cleaning utensils must be washed daily at 90 °C.
- All work utensils and equipment must only be used by one person during a shift.
- Ventilation equipment must be regularly maintained and air filters replaced.

Room furnishings

- Unnecessary printed material such as advertising material, magazines, external magazines, external advertising etc. must be removed.
- The use of toothbrush cups, decorative cushions or throws must also be avoided.