

## **Our security promise to us and our guests**

Welcome to the GenoHotel Baunatal!

We are very pleased to welcome you to our hotel! The protection of our guests and staff is very important to us. With care in all areas and strict hygiene, we live up to our shared responsibility for the containment of the coronavirus. Please support us in this and consistently observe the rules of conduct. With your prudence, you will protect yourself, the other guests and your hosts!

We wish you an enjoyable stay with us. As always, feel comfortable and safe and feel free to contact our reception if you have any questions.

## **Your stay at the GenoHotel Baunatal:**

### **For the Travelmanager:**

- The current list of names including the following data: First name, last name, date of birth, private address (street, house number, postcode, town), telephone number / mobile phone number and, if available, an e-mail address) must be submitted to the hotel at least 2 days prior the guests' arrival.

### **General information for you:**

- On all your ways through our hotel campus - in the guest houses and lifts, in the hotel lobby, in the Restaurant "Kochwerk", in the Bistro "Wilhelm" and on public toilets - we ask you to wear a mouth-nose covering, even if there is a hygiene protection wall as a separation.
- If you have forgotten your mouth-nose covering, you can obtain a disposable mask at reception. Please equip yourself with a mouth-nose covering as soon as possible.
- The minimum distance of 1.5 m must also be kept here. We have already prepared our house for you with the appropriate seating and signage.
- Please use our lifts by yourself only.
- Please disinfect your hands regularly at the installed disinfectant dispensers in our buildings.
- If you feel ill, please stay in your room. In this case, the tour guide and the reception staff must be informed immediately.

### **Check-in & Check-out:**

- The group welcome will take place on the bus
  - We kindly ask you to wear a mouth-nose covering.
- The guests will receive an envelope with their room card and all further information including our hygiene concept when they get off the bus.
- The tour guide signs the group registration form for his/her Group.
- We clean your room daily and only when you are not in your room.
  - If you do not wish to have your room cleaned, please hang the "Do not disturb" sign on the outside of your room door.
  - When you leave your room, please tilt your window.
- We appreciate if you pay for any expenses by creditcard / cashpoint card
- Please leave your room card in your room at departure.

### **Your gastronomic stay:**

We welcome you in our restaurant "Kochwerk" and / or in our bistro "Wilhelm" for breakfast / dinner:

- We will provide you with a cloakroom, however we are not allowed to give you assistance with your jackets
- **After entering our** restaurant or bistro, please disinfect your hands and register. Disposable gloves are available in our buffet area and you are welcome to use them.
- The drinks order will be taken by our waiting staff at your seat
- We appreciate if you pay for any expenses by creditcard / cashpoint card
- All meals are served buffet style