

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:

General information for you:

- Please wear a mouth-nose covering in all public areas, 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 the reception. Please equip yourself with a mouth-nose covering as soon as possible.
- The minimum distance of 1.5 m must also be observed 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.
- If you feel ill, please feel free to visit us when you are well again.

Check-in & Check-out:

- You will receive an envelope with your room card, a registration form and all the other information you need for your stay.
- 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 your room and expenses by creditcard / cashpoint card and leave your key card in your room when you depart. You are welcome to settle your bill on arrival or during your stay. We will be happy to send you the invoice document digitally if you provide us with your contact details.
- When walking through our hotel campus, we kindly ask you to wear a mouth-nose covering and to keep a distance of 1.5m between you and the other guests.

Your gastronomic stay:

- We welcome you in our restaurant "Kochwerk":
 - After entering the restaurant, please disinfect your hands and register.
 - Disposable gloves are available in our buffet area, which you are welcome to use.
 - We offer buffet style catering
 - Our restaurant is seated in such a way that the minimum distance of 1.5 m between the individual guests is also maintained here.
- - We welcome you in our conference rooms
 - Our kitchen and service team will personally prepare a coffee break for you, which you will find on your seat in the conference room

Your meeting

- Your meeting room will be prepared so that you can maintain the minimum distance. Please do not change the seating in the room without consulting us.
- Please use our disinfection station in the conference room.
- We will provide your conference catering at your place
 - o Breakfast, lunch and dinner will be served in the "Kochwerk" restaurant.
- The organiser decides whether you have to wear a mouth-nose covering in the conference room. Or the regulations that apply beyond that
- Our event office is there for you should you have any questions.
- If you are not staying with us, please contact our reception. There you will receive the visitor form for your registration
- At the beginning of your conference you will be welcomed by our event team. We will hand out a handover protocol to the contact person on site, which describes the current regulations in the house

*Our in-house hygiene concept always applies to us.
In addition, there may be further measures that are regulated by the then applicable ordinances.*