



seit 1864

## HOTEL SCHWEIZERHOF BASEL

### Protection concept Hotel Schweizerhof AG

Dear Guests

Cleanliness has always been a priority of ours and a given quality at our hotel. Due to COVID-19, we have taken it a step further and continually work on this protection concept. This helps us ensure the health of all guests and employees.

#### General Code of Conduct relating to COVID-19

- Everyone keeps at least 1.5 meters distance to the next person (Social Distancing), please adhere to the floor markings in the lobby.
- We have set up a disinfectant station at the entrance of the hotel. Please use it to disinfect your hands every time you enter the building.
- Please wash and disinfect your hands regularly.
- **A mask must be worn in all public indoor areas of the hotel.**
- Please sneeze or cough towards your elbow or in a paper towel. Used paper towels are to be disposed of immediately.
- Please note that we will currently not be shaking hands.
- Should you experience any discomfort or have any symptoms, which might be related to COVID-19 during your stay, please contact reception.
- Should you have any symptoms, which might be related to COVID-19, we kindly ask you to visit us another time.
- From September 13, 2021 on COVID-certification is required by law for all indoor consumption of food & beverages.

#### Our Schweizerhof Team

All our employees wash and disinfect their hands regularly and whenever possible practice social distancing (at least 1.5 meters) to the next person. Should this not be possible, the contact between two employees is limited to less than 15 minutes and our employees will wear masks.

We do protect our employees; people with symptoms, which might be related to COVID-19 are immediately sent home and asked to contact their doctor, as well as follow the recommendations of the Federal Office of Public Health (FOPH).

Our employees are informed and trained concerning the above-mentioned code of conduct to ensure maximum protection for everyone.

#### Arrival

At the entrance you will find a poster informing about the code of conduct issued by the FOPH, as well as an entry limitation on how many people are allowed in the lobby at the same time. Should the maximum of people be reached, we kindly ask you to wait on the ramp outside of the hotel entrance or on our sunlit terrace.

We have set up a disinfectant station at the entrance of the hotel and please ask you to disinfect your hands upon entering the building, as well as to wash and disinfect your hands regularly during your stay.





seit 1864

## HOTEL SCHWEIZERHOF BASEL

Please adhere to the floor markings in the lobby to ensure the minimal required distance of 1.5 meters between two people. We try to minimize any waiting time, but should you have to wait, please stand on one of these markings. Additionally you will also find a seating corner as well as complimentary bottles of water in the lobby area.

### Public areas

A mask must be worn in all public areas of the hotel as decreed by the Swiss Government. The mask can be taken off when sitting at the table.

All surfaces (e.g. door knobs, elevator buttons, light switches, staircase railings) as well as all objects (e.g. keyboards, telephones, pens) are cleaned and disinfected several times a day. Objects, which might be handled by more than one person (e.g. credit card terminal, room keys) are disinfected after each use.

We guarantee fresh air circulation in public areas by airing the rooms out every hour.

All public restrooms are cleaned multiple times a day. Please refer to the cleaning protocol.

### Reception

Our reception is equipped with glass fronts to ensure the necessary protection. All objects, which might be handled by more than one person are disinfected after each use. All surfaces are thoroughly cleaned several times a day.

Upon check-in the most important protection measures are explained and you will receive a QR-code leading to our protection concept for your perusal. Should you have any questions, please do not hesitate to contact reception.

We ask you whenever possible to pay contactless or by card.

### Business Corner

Next to reception in our business corner, you will find a computer as well as a printer. The second computer is out of service at the moment to guarantee the minimal required distance of 1.5 meters. Please contact reception, should you need to print out a document or require further information.

### Breakfast area

**The consumption in the breakfast area is only allowed with a valid COVID-certificate, according to law. Please show your certificate to our team.**

We have a reduced breakfast buffet at the moment. Should you miss your favourite breakfast food, please let us know. We will prepare it à la minute for you. The breakfast can be ordered to your room upon request, with the usual charge of CHF 10.00. **No COVID-certificate is required for room service.**

The breakfast area has a clearly marked entrance and exit. Our service team will gladly accompany you to your table. Please follow the instructions of the service team.

The distance between two tables are at least 1.5 meters.

The cutlery and place mats are changed and washed after each use. The breakfast menus and salt and pepper shakers are cleaned after each use.

Since the distance during service cannot always be maintained, our service employees will wear masks.





seit 1864

## HOTEL SCHWEIZERHOF BASEL

### Bar area

**The consummation in the indoor bar area is only allowed with a valid COVID-certificate, according to law. Please show your certificate to our team.**

The distance between two tables are at least 1.5 meters.

Bar menus have been removed and are digitally available via QR-codes. The tables are cleaned after each use.

### Terrace

On the terrace, no COVID-certificate is required. Should you wish to use the bathroom, a mask must be worn on the way upstairs.

We ask you whenever possible to pay contactless or by card.

### Room & minibar

Your room and all its surfaces are thoroughly cleaned every day. Cleaning utensils are changed after each room. Cutlery and glasses in the room are cleaned on a daily basis. Should you not wish your room to be cleaned or should you not wish us to enter your room, please inform reception.

For more information also check the "i"-icon on your smart TV.

Our minibar "Drinks&Ice" are thoroughly cleaned-several times a day. Please wash or disinfect your hands before helping yourself to a free beverage on the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> floor.

### Closing words

We hope to have given you an insight how we envision ensuring the health of our guests and our team. We wish you a wonderful stay in our hotel even during these challenging times.

Our reception team is at your entire disposal for any questions, wishes or further inquiries.

Livio Räber  
General Manager

