

A pair of hands is shown from a top-down perspective, gently cupping a small, vibrant yellow flower with a dark center. The hands are positioned in the center of the frame, with the fingers slightly curled. The background is a soft, out-of-focus green, suggesting an outdoor setting. The overall mood is one of care and protection.

SEMINARIS®

WE MAKE PEOPLE GROW

*WE TAKE CARE*

*COVID-19*

# *Important information*

Leisure travel is once again permitted in all federal states, and regulations have also been eased in the gastronomy and event sectors. Nevertheless, it is still necessary to comply with basic measures. In the meantime, a large part of the regulations has already become part of our work routine and will only be changed or supplemented by the latest regulations.

This document is intended to show that we at Seminaris Hotels take the current situation seriously and are aware of our responsibility. We would like to have a time when people can once again meet, travel and have meetings with us without any worries. For this reason, we have compiled the following measures, which form the basis of the official instructions.

This information was last updated on July 21, 2021. Tightening of the individual measures is necessary in the case of an increase in new infections or if instructed to do so by the authorities. The individual measures are continuously reviewed and modified as necessary. It is possible to change, tighten or relax individual or all measures.

The measures refer to the releases by the federal government or the state governments and may vary depending on the location of the facility. For individual arrangements or further questions, please contact our Sales and Convention Sales Team.

## *Good to know*

All hotel pictures used in this document show our recently renovated Seminaris Hotel Lüneburg.

# Overview



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*Hygiene measures*

# Hygiene measures

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Sufficient disinfection facilities are available at all hotel entrances, in front of all gastronomic areas, in all event areas as well as in potentially endangered areas such as public restrooms or close to elevators.

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Displays provide information about the hygiene measures taken by Seminaris, general rules of conduct and changed procedures, e.g. temporary breakfast arrangements.

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Where possible, a transparent spitting protection is installed. In addition, all employees & guests\* are required to wear a medical mask in public areas.

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The distance regulations of 1.5 metres must be ensured. Relevant markings on the floor control walking directions.

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We plan a "disinfection" shift per day to disinfect potentially endangered objects like light switches, door handles and locks, elevator buttons, handrails, card terminals, coffee machines at regular intervals.

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We have a concrete plan of action for the case of a possible Covid-19 or other highly contagious infection. All employees are appropriately trained to be able to act quickly and safely.

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Our employees are required to point out the necessary safety distance if the regulations are not observed.

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**\* At Seminaris Nürnberg it is mandatory for all guests to use a FFP2 mask.**

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# *Additional regulations for our team members*

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All Seminaris employees took part in additional hygiene training before their first assignment after reopening. Each employee also received a personal hygiene booklet. The current regulations are accessible to all staff members.

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The planning in the departments takes place in fixed teams and breaks are set at alternate times. Furthermore we guarantee that there is at least 10m<sup>2</sup> per team member in shared offices.

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The crew rostering of older colleagues or those from risk groups is only carried out after personal consultation and preferably for tasks with little or no direct guest contact.

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Whenever it is possible, we arrange home office and additionally equip our employees.

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# *Arrival and stay*

# Arrival & Stay

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At most of our hotel sites there is an obligation to provide the “3G” (tested | recovered | vaccinated) evidence at the hotels upon arrival , the result will be reviewed upon check in and any necessary follow-up will be indicated. Accommodation may be refused if a negative status cannot be established with proof of vaccination or convalescence. Due to incidence at the location refreshing and reviewing of test result can be required.

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If possible, rooms will remain unused for 24 hours after departure before being cleaned. During the stay, cleaning is kept to a minimum and can only be done when guests are not in the room.

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The room bill can be paid on arrival. After depositing a credit card for possible outstanding amounts after departure, a contactless check-out is possible by inserting the key card/key into a key box.

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We would appreciate electronic payment methods at reception via EC-Cash, V-Pay, Visa, Mastercard, American Express, JCB, AirPlus, Alipay or Diners.

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On departure, disinfection of all surfaces and potentially endangered objects in the room e.g. desk, wardrobe, tables and drawers, TV, tiles, mirrors, light switches, door handles and locks, window handles, remote control, restrooms, taps, soap dispensers. In addition, furnishings that are used by several guests were mostly removed (decorative pillows, pens, etc. )

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If possible, disposable products are used for cleaning. Other cleaning utensils are cleaned at 90°C and with an additional laundry disinfectant.

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For the duration of the stay, data can be recorded digitally via the e-guest.app or luca-app. Your data will be anonymized and stored in compliance with DSGVO. An automatic deletion takes place after the legal time limits have expired.

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*Catering*

# Catering

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In all gastronomic areas the number of tables and seats has been reduced according to official instructions. Chairs and tables were set up with a minimum distance of 1.5 meters as well as we created wide gangways.

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The setup of our terraces and outdoor seating is also carried out according to the above-mentioned scheme.

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Depending on number of guests time slots can become a measure to regulate and manage concentration.

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Service staff wear a permanent medical mask. Kitchen staff wear a permanent medical mask and disposable gloves while serving.

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Our food processing is carried out in accordance with the highest hygiene measures and is aligned to HACCP standards (hazard analysis and critical control points).

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We do not use sugar, salt and pepper shakers on the tables for breakfast and buffets. These are temporarily replaced by disposable paper packaging. Castors are only used for a la carte and menu service.

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Checks can be paid with electronic methods of payment or charged to room .

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# Catering

## Breakfast

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Breakfast is offered - according to the requirements of the federal state - in two variants. Both variants are standardized, high-quality and sustainably packaged.

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Depending on local obligations as well as to hotel occupancy and belonging to a group during conference there might be deviations. You will receive detailed explanations upon arrival.

Variation 1 – regular Seminaris breakfast buffet

Variation 2 – selection of 4 high-varied breakfasts in the restaurant via self-service buffet

Variation 3 – Groups may receive an own area and buffet on supplement. This service is extra charged.

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Contactless serving to the room is possible for a reduced surcharge.

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# Catering

## *A la carte - Service*

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### Outdoors and indoors | „3G“

In general regulations depend on federal province, rate of incidence and rules. Principally outdoors the 3G isn't asked for.\* Indoors providing evidence of „3G“ will be asked and reviewed by our service staff.

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### Recording of data

For the duration of the stay, data can be recorded digitally via the e-guest.app or luca-app. Your data will be anonymized and stored in compliance with DSGVO. An automatic deletion takes place after the legal time limits have expired. For guests who may not own a mobile device, we offer a paper form that will be shredded after legal time limits.

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### Curfew

Due to rate of incidence there can be a curfew.

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\* Exception: Seminaris Hotel Nürnberg

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# Conferences

# Conferences



The hygiene measures  
of each event will be held in  
*individual agreement*  
organised with our  
Convention Sales Team.

# Conferences

As well for one day events without lodging the „3G“ (tested | recovered | vaccinated) is obligatory at most hotel sites..

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If possible we offer open-air events or hybrid and digital conferences. In addition to the appropriate furniture, this of course requires the technical equipment and weather conditions.

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We provide covid self-tests for you and your participants. The **care package** bundle includes a do it yourself test and medical mask can be booked additionally.

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The room capacities and number of participants are individually adjusted during the event planning process.

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In the event areas – as in all public areas – there are sufficient disinfection facilities and displays provide information about the hygiene measures taken by Seminaris, general rules of conduct and changed procedures.

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There are time and space schedules for the events to minimize the encounters with other (hotel) guests.

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In addition to technical facilities, intermittent ventilation is set up before, during and after the event. Depending on the meeting room and weather conditions, windows may be open continuously.

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# Conferences

## Coffee Break

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Coffee breaks are provided centrally or set up in the meeting room. We use only glass, other reusable boxes, or the most environmentally friendly, sustainable packaging possible. In the case of a central coffee break, all portioned dishes are additionally protected with a lid.

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Coffee machines are available for all guests. Hand disinfection is available right next to the machines.

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Upon request, coffee breaks can be offered as part of a "walking break". In this case each participant will receive his coffee break packed to go. This type of coffee break is ideal for reviewing previously discussed conference contents or working on a specific question.

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# Conferences

## Lunch & Dinner

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Lunch and dinner consists of a light, set 3-course menu - with a choice of fish or meat and a vegetarian alternative – or is served via buffet. Upon requested, we also provide a high-quality snack bag "to go".

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Conference groups are served in- and outdoors possibly separated in time and space, so that no contact occurs.

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Upon request we can also provide a buffet inside the event room based on the regular 3-courses variation.

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For consecutive groups we allow extra time for ventilation and disinfection.

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According to local obligations as well as to hotel occupancy and belonging to a group during conference, there might be deviations. Final consultations will be carried out by our Convention Sales Team.

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# Any questions?



Our Team will be happy to assist you with individual arrangements or further questions. Most of the information are also available on our website.



Safety first. No one should travel with symptoms!