



31/05/2020

Dear Guest

We are looking forward to welcoming you soon to the Flamenco Beach & Resort Hotel. In the past few weeks we have prepared intensively for the opening. Safety concepts for the hotel and restaurants were developed taking into account international and national pandemic measures. We always strive to offer you the most possible security at the same time provide the highest possible comfort during your stay in our hotel. It is imperative that the measures taken also result in certain restrictions. We kindly ask for your understanding.

Your health, as well the health of our employees and partners has top priority in our hotel.

The new pandemic guidelines for accommodation and catering include the adaptation of all hygiene and disinfection measures, specific training for all employees as well as regular monitoring of the implemented measures. Priorities include increasing cleaning and disinfection intervals, adhering to the well-known pandemic rules of conduct and distance regulations in public areas. The Flamenco COVID 19 management team is in constant communication with the responsible local authorities in order to implement the necessary measures conscientiously.

**If severe corona symptoms occur, call 0 immediately and stay in the room!**

**Most common symptoms:**

**Fever, dry cough, fatigue**

**Less common symptoms:**

**Body aches, sore throat, diarrhea, and conjunctivitis**

**Headache, loss of taste or smell**

**Severe symptoms:**

**Difficulty breathing or shortness of breath**

**Pain or feeling of pressure in the chest area**

**Loss of ability to speak or move**

Disclaimer: This letter is for general information only. This form was not written by a lawyer and is not intended as specific legal advice, nor should it be understood or used as such.



## General Hygiene Measures

Mouth and nose mask protection is obligatory for employees and guests in accordance with the regulations in the respective country. Mouth and nose covering masks are handed out on arrival if necessary. Others are available for sale at the front desk at cost price.

Hand disinfectant dispenser available in public places (lobby, restaurant, bars, out-door area)

Disinfectant dispenser are available in the public toilets

Keep your distance (at least 1.5 meters away)

Regular ventilation of public areas

Maximum number of two people for simultaneous elevator use (except families)

Fitness and SPA areas must unfortunately remain closed until further notice (no sport courses and treatments)

Kids club is temporarily closed.

Notice poster of pandemic rules of conduct is posted at a central point such as at the reception.

## Information Poster Pandemic Rules



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### **Reception, Check-In Check-Out**

Contactless greeting

Follow the instruction from the staff

We recommend a cashless payment if possible

Disinfection of room keys and safe keys

Distribution of the safety mask, pen, water bottle, towel card.

### **Restaurant and Bar Area**

Follow the instructions from the staff

Follow the notice board, Restaurant Rules

You will be escorted to your table

Minimum distance of 1.5 meters between tables

Guests who share a hotel room and live in a common household can sit at one table. 4 people maximum

Opening times are adjusted to the number of guests

It may happen that guests have to dine at longer intervals.

All meals are provided according to the regional health authority.

Disinfection of the tables, counters, bill folders, menagen, ect after each use

Salt and Pepper is be provided upon request



## Housekeeping

Regular disinfection of doorknobs, light switches, handrails on stairs etc. in high frequency

In-room components such as magazines, writing utensils, decorative pillows, information material must be removed from the rooms until further notice.

## Measures in the event of violations

**The hotel management reserves the right to inform the tour operator or the local health authority in the event of gross violations or failure to comply with the regulations.**

The Flamenco Management Team wishes you a pleasant and joyful stay

Herbert Damböck

Hotel Manager

