

Dear Guests,

The George Hotel Hamburg, including our DaCaio restaurant and bar, is eagerly looking forward to welcoming you back.

The safety of our staff and guests have always been our top priority, not just during the coronavirus pandemic. On the following pages we'd like to present to you our detailed safety concept.

If you have any questions, requests or suggestions, please feel free to contact us at any time. We are looking forward to welcome you again soon at The George Hotel Hamburg.

Kind regards and stay healthy!

Your The George Team

The George Hotel Hygiene Concept

Last updated: 23/08/2021 // Subject to modification

General:

- If you do not belong to the group “recovered or fully vaccinated”, please note that we require a negative corona test from all guests before the start of the accommodation. A negative test result from a PCR test or a rapid test carried out by a service provider is considered test evidence. The testing on which the test result is based may have been carried out a maximum of 48 hours in the case of a PCR test and a maximum of 24 hours in the case of a rapid test before entering. The test evidence must be submitted as a document or in digital form. If you stay longer with us, we need a negative corona test every 72 hours. Current information on this can be found in the Hamburg Ordinance to Contain the Spread of the Coronavirus SARS-CoV-2.
- All public areas: surfaces and sanitary facilities undergo through cleaning at regular intervals. Surfaces which are especially frequently used, such as door handles, light switches or lift buttons etc. are also regularly disinfected.
- Our staff have received training in relation to the necessary safety and hygiene guidelines, as well as the applicable SARS-CoV-2 Occupational Safety Standard.
- Members of staff who feel ill are not permitted to come to work, or must stop working immediately. A medical assessment is required before the staff member may return to work.
- In order to test all employees for the corona virus, we are using a rapid antigen test. The corona tests are carried out 3 times a week for all employees working.

- All work utensils, tools and work equipment are used on a personal basis by our staff wherever possible. Regular cleaning is carried out, particularly where there is a change of job or when handing over duties to other people.
- Markings and signs indicate the minimum distance of 1.5 metres which must be observed between two people.
- Walking routes and distance markers are indicated with signs or cords.
- In the public areas of our The George Hotel it is compulsory to wear a face mask. Please note that you have to wear an operation mask or a face mask with standard KN95 or FFP2 when entering public areas in the hotel.
- In situations where the minimum distance cannot be adhered to, wearing face masks is compulsory. Our staff wear face masks whilst working in daily contact with guests and colleagues.
- All rooms at The George Hotel are regularly ventilated, cleaned and the contact areas disinfected. All cleaning operations are being intensified.
- A sanitiser dispenser is available at the whole hotel area
- The public toilets undergo regular and intensive cleaning. Please pay attention to the signage indicating minimum distances.
- Only guests who are staying in the same room are permitted to enter and use the lift. We recommend that the stairs are used.
- Parking continues to be available in the car parks. Please take care to maintain the minimum distance between yourself and other guests when getting in and out of your car.
- Our bikes are disinfected before and after each use by a member of staff.

Reception/Lobby:

- An acrylic screen is used to ensure the protection of staff and guests at reception
- Pens which have been handed out will be disinfected following each use.
- Key cards are disinfected prior to being given out. The handover will be done via the tray on the counter.
- Payment by debit card, credit card or advance payment is preferred. The card reader is disinfected following every use. Cash payment is possible; the issuance of receipts and change will be done via the tray on the counter.
- The preferred invoicing method is by e-mail.
- A sanitiser dispenser is available.
- All loan items, such as charging cables or umbrellas etc, will be disinfected prior to being issued and cleaned again upon their return.

Hotel rooms:

- Hotel rooms will only be cleaned prior to arrival / following departure, and not during a guest's stay. If you wish for your room be cleaned in the meantime, this is of course possible upon request.
- The housekeeping and maintenance personnel also wear face masks whilst working.
- Additional towels or toiletries etc. can be obtained from reception at any time.
- There will be no direct handing over of laundry to guests.
- The guest directory is available digitally and has been removed from rooms. A printed guest directory is available from reception upon request.
- All glasses have been removed from rooms and replaced with disposable cups.

Restaurant / Bar:

- From June 5, 2021, people who have been tested, have been fully vaccinated and have recovered will also be able to enjoy the indoor and outdoor dining options daily until 11 p.m. Current information on this can be found in the Hamburg Ordinance to Contain the Spread of the Coronavirus SARS-CoV-2.
- When entering the DaCaio restaurant, registration via the Luca app is mandatory. The data of all guests present are recorded digitally and in compliance with the data protection regulation.
- The tables in our Restaurant DaCaio have been arranged to comply with the required minimum spacing distance. This also applies to our spacious outdoor area.
- A sanitizer dispenser is available.
- Pens which have been handed out will be disinfected following each use.
- Instead of food and drink menus, our guests can scan the menus using a QR code and view them on a smartphone or tablet. Laminated menus are also available, which are disinfected.
- Currently we do not offer lunch in our restaurant
- Our staff wear face masks. Waiting staff also wear disposable gloves when laying tables. In the kitchen, disposable gloves are worn at all times.
- Our balanced breakfast buffet will be served again since September, 1st. Breakfast times will remain as usual:
Monday to Friday 06.30 a.m. to 11 a.m.
Saturday & Sunday 06.30 a.m. to 1 p.m.
- It's also possible to order our "Breakfast to go" to take away and enjoy outside the hotel. We ask you to pre-order this the day before.
- Our opening hours for dinner are as follows:
Monday to Sunday 17 p.m. to 10 p.m.
- Salt, pepper or even sugar etc. are served pre-portioned on request.

- Food and drink ordered via room service will be left outside your room by a member of staff in compliance with the hygiene guidelines.
- Payment by debit card or credit card is preferred. The debit card reader is disinfected following each case. Cash payment is possible; the issuance of receipts and change will be done via the tray on the counter. For house guests we prefer payment on the room bill.
Please check the website to see if our Campari Lounge is open. The same hygiene measures apply as in our Bar DaCaio.
- **Special announcement:** The federal state government granted until further notice a curfew in Hamburg between 11 p.m. and 5 a.m. Thanks for your understanding.

PURE SPA // The George Hotel:

Our sauna and wellness area is open since the 1st of July.

All treatments are scheduled at intervals in order to avoid contact with other clients.

All further information regarding our new sauna offer, treatments and reservations can be found [here](#).

In general:

- Treatments are scheduled at intervals in order to avoid contact with other clients.
- Hand disinfection, disinfected headrests and fresh towels after each treatment are all provided as a matter of course.
- The entire SPA team works with gloves and FFP2 face masks.
- In addition, manicures are carried out with a perspex fixture and facial treatments with a visor/protective goggles.
- We have developed an exclusive sauna/spa winter programme 2020/21 for you. More information can be found [here](#).

Meetings / Conferences:

- We would like to point out that due to the regular adjustments of the Ordinance on the Containment of the spread of the Corona virus SARS-CoV-2 in the Free and Hanseatic City of Hamburg, there are changes to the currently valid guidelines for the organisation and events can come.
- If you have any questions regard to this, please contact us by e-mail: conference@thegeorge-hotel.de.
- Our conference rooms offer ample space and here too we comply with all the regulations regarding distancing and hygiene measures as a matter of course.
- The minimum distance of 1.5 metres is also observed in the conference room. In addition, it is obligatory to wear a face mask in the conference room until you have reached your seat.