



THE FLAG
A DIFFERENT PLACE TO LIVE

THE FLAG hygiene concept

The health of our guests and employees is of utmost importance to us. Therefore we have introduced guidelines and hygiene measures to ensure a high level of safety.

Public areas

Our guests will be informed about safety and hygiene regulations by clearly visible notices.

Disinfection dispensers are provided in the entrance area and in other public areas.

All highly frequented surfaces are cleaned regularly with an antiseptic disinfectant.

All our employees wear mouth-nose protection masks when moving around the house.

Reception

All our employees wear mouth-nose protection masks.

At the reception, staff and guests are separated by Plexiglass walls.

Markings are provided to ensure that the required distances are maintained.

The room cards are disinfected after use.

Contactless payment is possible and desired.

On request, guests can receive mouth-nose protection masks.

RMCB GmbH

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Room cleaning

The rooms are additionally cleaned with antiseptic disinfectant.

The cleaning staff wears protective masks and disposable gloves.

After room cleaning, the rooms are not re-entered until the guest arrives.

After the guest has checked in, only cleaning staff and house technicians are allowed to enter the room.

Upon request, guests can be supplied with towels and bed linen without contact.

Toilets

Both liquid soap and antiseptic hand disinfectants are available in the toilets.

In addition to the initial cleaning, doors and door handles, light switches, WCs, toilet paper holders, WC brushes, paper towel and soap dispensers are disinfected regularly.

The cleaning cycles are documented on a notice board signed by the cleaning staff.

Catering area (if available)

The rearrangement of the tables ensures that the distance regulations are observed.

Food is served exclusively by the service personnel, who wear mouth-nose protection masks.

Shared equipment such as microwaves and toasters has been removed.

Fitness room (if available)

The number of people in the fitness room is limited.

In some cases, devices were removed or blocked to ensure the required safety distance.



In addition to initial cleaning, the fitness room is disinfected several times a day with an antiseptic disinfectant.

Meeting room (if available)

The number of people who may be in the meeting room is limited.

During meetings, the distance requirements are met by positioning the tables/chairs accordingly.

All surfaces are regularly cleaned by our staff with an antiseptic disinfectant.

The premises are regularly aired.

Communication and interaction with employees and guests

All employees have been instructed about the protective measures and rules of conduct and are regularly informed about all the latest developments and management decisions in connection with the pandemic.

There is a documented process with instructions regarding action to be taken if a guest or employee reports feeling unwell or showing COVID-19 symptoms.

There is also a documented process outlining what to do if a guest or employee tests positive for COVID19.

Our employees are informed about these processes.