



# Complete safety in your holiday home

## Your health matters to us!

Our guest's health as well as the health of our hosts and staff is our first priority. We are in constant contact with our owners and colleagues on-site to ensure safety and hygiene standards are met and to help them adjust to all the new regulations where applicable. Thank you for your cooperation by applying the respective safety and hygiene standards. Together we will manage this extraordinary situation. For everyone's safety and to ensure a carefree stay in your holiday home.



### A safe welcome during Corona virus:

- We avoid shaking hands but will give you our best smile instead.
- We will welcome only 1 person per accommodation for the hand-over of the key (please consider waiting times).
- We provide hand sanitizer at the entrance of our local service offices.
- We practice social distancing and keep 1.5 to 2 m distance from each other and pay attention to the floor markings.
- Whenever possible we will provide plexiglass windows, otherwise we will keep the required distance.
- If in exceptional cases it should be impossible to keep the minimum distance, we wear face masks.
- We show respect and acceptance of individual (or legally required) use of face masks.
- We air our offices and reception areas regularly.
- We disinfect reception desks and counters thoroughly and regularly throughout the day.
- We keep all contact to a minimum and appreciate cashless payments of extra charges wherever possible.



### Correct information and measures guarantee a safe and relaxing stay:

- We and our hosts inform you about safety measures and rules of conduct and ensure they are available for everyone to view.
- We will remove magazines, brochures and handouts for guests wherever possible.
- We clean and disinfect any public toilets in our reception areas professionally and regularly. We only provide paper towels.
- Keys will be disinfected after each hand-over.
- Please strip the beds yourself on the day of your departure and wash kitchen utensils thoroughly.
- Whenever possible, we will provide washable or disposable laundry bags. Otherwise, please use a large plastic bag.



### Our focus is on the thorough preparation and maintenance of the accommodation:

- Whenever possible, we will place nationally valid safety measures in the accommodation or display them at the hand-over of the key.
- We will remove any unnecessary material, such as magazines, leaflets etc.
- Please make sure you air the accommodation when you first move in and also air all rooms daily and regularly throughout your stay.
- Items such as crockery, glasses, cups and kitchen utensils have been cleaned before your arrival either in the dishwasher (where provided) or by hand.
- The cleaning of household items during your stay and before your departure has to be carried out by you. Do not forget to dispose of any leftover food.
- Please apply the following rule: clean first, then disinfect. Clean first to remove germs, dirt and any contamination. Then disinfect to eradicate germs. Disinfection does not replace the cleaning beforehand!



### You can rely on professionally cleaned laundry:

- We work with professional laundry suppliers who adhere to COVID-19 guidelines.
- Beds will either be made up for you, with hygiene standards applied or the laundry will be packed and handed over to you in a plastic or clean laundry bag.
- In exceptional cases where we wash the laundry ourselves (bed linen, mattress covers, towels, tea towels, blankets) we use hygiene detergent and wash at the highest possible temperature (at least 60°C) and use a tumble dryer whenever possible.
- The stripping of the beds by you as guest is mandatory. Do not shake the laundry you used (bed linen, towels) and put them either straight into the provided laundry bag or your own plastic bag.



### We carry out cleaning, according to the regulations in place, between guests' stays:

- Before we start cleaning, we air all rooms for at least 15 minutes.
- We wear gloves whilst cleaning and when disposing of rubbish bags. Disposable gloves will be changed after an hour and we disinfect our hands before putting on new ones.
- Before we disinfect, we perform a thorough cleaning of all rooms with detergent, not just water.
- We clean visibly dirty surfaces with detergent and rinse them with water where necessary.
- Kitchen counters, household items (fridge, oven, cupboards etc.) tables, taps and wet areas (toilets, baths/ showers) will be cleaned with special detergent (fat solvent, chlorinated detergent etc).



### After a thorough clean, there is thorough disinfection:

- We use standard disinfectant (virucide or alcohol-based etc.).
- We use wipe disinfectant (no extra wiping or drying).
- We pay special attention to the disinfection of hard and frequently used surfaces and objects such as door handles, stair rails, bells, light switches, furniture (bedside tables, dining tables etc). handles on windows and furniture, dishwashers, remote controls, coffee makers, touch screens, Hi-fi systems etc.
- We replace used cleaning cloths after the cleaning of the kitchen, wet areas and the frequently used surfaces and objects and will not reuse them.
- We wash our working clothes after each cleaning day.



### Our staff, your host, the skilled personnel and you, as guest, follow the well-known standard corona regulations:

- We maintain social distancing at all times.
- We wash our hands thoroughly and regularly for at least 30 seconds with soap.
- Carry your own hand sanitizer and use it especially in situations where washing your hands is not possible.
- We cough and sneeze into the crook of our arm.
- We dispose of used tissues, face masks and gloves in bins with lids or sealable plastic bags.
- We follow the regional and national guidelines of the country's health authorities.



### Our staff and your host are available when you need assistance:

- Our staff and your host are available for any questions.
- National and regional safety measures may vary and are to be followed.
- Local and regional guidelines (assembly bans, permitted number of guests in restaurants, guidelines for beaches etc.) change constantly. Please ask your host, our local service offices or tourist organizations on-site for more information.
- Should you fall ill during your stay, please contact your host – preferably by phone. He/she will be able to give you the contact details of local doctors, hospitals or the public health department
- Our service team is there for you 24/7 for emergencies. Please see the hotline phone number provided in your travel documents.

### Thank you for your cooperation and for adhering to these guidelines.

This is a short summary of the most important safety and hygiene guidelines and is not a complete review of the course of action required during COVID-19. Please keep yourself informed by referring to the respective websites of your regional and national health authorities.