



AMANO GROUP

DEAR GUESTS, "WE ARE READY!"

Protecting our guests and employees is a top priority in the AMANO Group. We have adjusted our hygiene standards and service processes. Our employees are trained according to the latest hygiene guidelines.

HOTEL

MASK REGULATIONS

- All of our employees wear face masks and we kindly ask our guests to wear masks as well.

CHECK-IN / CHECK-OUT

- Always keep a minimum distance of 1.5 metres to each other.
- Wait in front of the hotel if the distance inside cannot be guaranteed.
- There are Disinfectant stations in our public areas as well as at our reception.
- If necessary, please follow the instructions of the staff.
- Distance zones have been marked and we kindly ask you to follow them.
- There are plexiglass walls at the reception to protect our guests and employees.
- Check-in / check-out process partly available digital with your smartphone or at the check-in terminal.
- Alternatively, check-in / check-out is contact-minimized.
- Please use the possibility to pay contactless.

CONTACTLESS PAYMENT

- Please use the possibility to pay by credit card or debit card.
- If you are paying with cash, please use the storage provided.
- Please also keep the minimum distance when paying.

HOUSEKEEPING

- We have set up Hygiene Standards, which focuses on the creation, implementation, certification and evaluation of the new hygiene rules.
- Our staff has been trained and follows strict hygiene plans.
- Regular surface disinfection in our hotels is guaranteed.
- Please find here the hygiene standards of our housekeeping service provider AS-H Hotelservice GmbH. Housekeeping.

PUBLIC AREAS

- We pay attention to a limited maximum number of people present in our lobby.
- Protection in public areas with disinfection stations, distance zones and plexiglass walls.
- Protective masks for all employees.

BREAKFAST

- A distance of 1,5- 2m to each other is guaranteed in our breakfast areas.
- Due to the current government regulations, we cannot offer a breakfast buffet.
- We have prepared several breakfast options, which can be selected and pre-ordered at check-in.
- The breakfast times are extended with increasing traffic to ensure, that you can enjoy your breakfast in peace and with the required distance.
- Our goods are delivered under strict hygiene conditions.

PROTECTION AT HOME

- If you have a cough and runny nose, please do not visit us.
- Please wash your hands carefully before and after visiting us.
- Please stick to the known corona hygiene rules.

We hope to see you again soon.