

Hygiene concept

The most important information for you in a nutshell:

- Our hotel and our two restaurants (indoor area and terrace) are open. Tourist overnight stays as well as events up to 50 guests are also allowed.
- For your visit you need a negative corona rapid test (not older than 24 hours) The test must have been carried out by an official test station.
 - Exceptions:
 - > If you visit only the outdoor area of the restaurant
 - > Children (up to 6 years of age)
 - > Recovered people (Submission of PCR test certificate / at least 28 days and max. 6 months ago)
 - > Vaccinated persons (presentation of vaccination certificate / complete vaccination before at least 14 days)
- It is compulsory to wear a medical mask in the entire hotel and restaurant area
- The contact recording of all guests is mandatory. The easiest way to do this is to scan the QR code on spot with the Luca app. In the App Store or at www.luca-app.de
- A maximum of 10 people from 3 households are allowed to sit at one table.
 - Exceptions that do not count towards the maximum number of people:
 - > Children (up to 14 years of age)
 - > Recovered and vaccinated people

Our detailed hygiene concept

Dear guests,

it is important to us to make your stay at Heiligenstein as pleasant and as safe as possible. We have developed a protection concept for you and our employees that strictly comply with the Corona Regulation of the Baden-Württemberg area. Of course, this will be continuously adjusted according to the regulation.

- Comprehensive basic cleaning and disinfection are standard with us.
- Increased disinfection of all contact surfaces.
- To ensure the minimum distance of 1.5 meters, this was marked at all necessary points in the house. The restaurant furniture was also adapted to this.
- General rules of conduct are specifically marked by notices in the different areas.
- Glass panels at the reception have been installed.
- The possibility of hand disinfection is guaranteed in all public areas.
- Your booked room was cleaned and disinfected according to strict requirements
- All employees wear protective mouth masks
- You can purchase medical masks for your personal use at the reception and in showcases. We kindly ask you to wear them in all public areas.
- Our maids wear disposable gloves, which are used once per room.
- All employees are trained sustainably in their area of activity and are informed about changes on a daily basis.
- Before starting work, every employee is asked about corona symptoms.
- A maximum of 2 guests can help themselves at the breakfast buffet at the same time. All serving cutlery are covered with a special film, which guarantees 98% security against viruses. In the breakfast area, you must also wear the prescribed mouth and nose protection (except at your table). Please disinfect your hands when entering and wait until a table is assigned to you.
- Due to the Corona regulation of the state of Baden-Württemberg, our wellness and fitness room can be used after prior registration.
- In the restaurant area, the number of guests per table is limited to 10 people from 3 households, plus recovered or vaccinated people or children under the age of 14. Unfortunately, free seating is not possible, we would be happy to show you your table.
- The contact details and length of stay are documented by all restaurant guests per household. The easiest way is to use the LUCA App for this.
- All everyday items such as menus, tables, chairs, pens, hotel keys, credit card terminals etc. are disinfected after each contact with the guest.

We ask you to support us in the implementation of the aforementioned protective measures. If you as a guest have experienced Corona symptoms such as fever, cough, no sense of taste and / or body aches in the past 14 days before your arrival, please do not start your stay.

If you are unable to arrive because you have the Corona virus or are quarantined at home, the cancellation costs for a trip are usually replaced by travel cancellation insurance.

Should you have to cancel your vacation with us, we will find an individual, manageable solution.

We also ask you to notify us if the symptoms mentioned occur within 36 hours of departure.

We understand that you are unsettled by the daily changing information and have questions about your vacation with us. We are closely monitoring the situation. We are there for you and happy to help you with any questions.

We reserve the right to make short-term changes and do not guarantee completeness.

We are already looking forward to welcoming and pampering you in the Heiligenstein!

Your Hotel Heiligenstein team