



Dear Guest,

Welcome to the Apartment-Hotel Hamburg Mitte.

We understand that in these circumstances, traveling in the past few weeks has not been your top priority, but would like to let you know that the safety of our guests and employees is our top priority. We are aware that due to the COVID-19 virus we have to do our daily tasks with more attention.

We work every day to meet the latest hygiene and cleanliness recommendations. The hotel's health and safety measures are designed to cover a wide range of viruses, including COVID-19, and include everything from hand washing hygiene and cleaning product requirements to cleaning procedures for guest rooms and public areas.

I would like to thank you in advance for your trust in the Apartment-Hotel Hamburg Mittee when planning your future trips.

We are always pleased to welcome you.

**In detail, we implement the following measures for you:**

- Comprehensive basic cleaning and disinfection are standard in the Apartment Hotel Hamburg Mitte.
- Increased disinfection of all contact surfaces.
- In order to ensure the minimum distance of 1.5 meters, this was necessary on all Marked places in the hotel. The restaurant furniture was also adapted to this.
- There is a limit on the number of people permitted in the premises.
- Plexiglass panels on the reception counter were installed.
- Hand disinfection is available in all public areas.
- Your booked room was cleaned and disinfected according to strict conditions and approved by our housekeeping team.
- All employees wear protective masks both in front of and behind the scenes.
- You can purchase protective masks at the Reception for your personal use.
- Our maids wear disposable gloves, which are used once per room.
- All employees are trained in their area of activity and are informed about changes on a daily basis.
- Before starting work, every employee is asked about corona symptoms.

**Breakfast**

The selection of the breakfast buffet is available to you during your stay in the usual manner and quality. Our buffet area was redesigned in such a way that we can fully guarantee the increased hygiene regulations and the associated distancing regulations.

Please go to the buffet with mouth-nose protection up to the limit. Our service employees are trained and will serve you with gloves and a face mask at an operating buffet. Distances are marked on the floor, please adhere to them.

Finally, here is a brief overview of your arrival and your stay with us in the Apartment-Hotel Hamburg Mitte:

**Getting there:**

- Observe the country-specific regulations.
- If you feel sick in any way, stay at home.
- Please travel with mouth-nose masks.

**Check in:**

You will find distance markings on the floor for general safety.

We will smile at you and look forward to your visit - unfortunately we must wear mouth-nose masks and we may not shake your hand.

**In your room:**

Daily wipe disinfection of all contact surfaces (e.g. door handles, light switches, telephone, remote control, etc.) with a surface disinfectant with proven, at least limited virucidal activity.

We use antiviral detergent as standard.

**Bar / bistro:**

Our service remains of the usual quality, however, our employees stay somewhat distant, just like all other guests.

- The furniture was adjusted with a view to 1.5 meters.