



„WE CARE“ – The hygiene promise of Waldhotel Stuttgart*

When you see this logo throughout our facility, it represents our guarantee that each area has been regularly cleaned and disinfected

Entrance area

- Before entering the hotel, every guest or visitor needs to disinfect their hands. The disinfectant dispenser is made available directly in front of the main entrance. Guests who are not compliant, will be asked to leave the hotel.
- Every guest needs to inform themselves of the hotel rules. This information is clearly visible on the main entrance door.
- Any welcome rituals that are not contact-free must be avoided.
- There is only one entrance to the hotel. The entrance doors open and close automatically and when weather conditions allow, they will be kept open.
- We are not able to offer wardrobe services at this time.
- We are not able to offer luggage services at this time.
- We trust our guests to be aware of their responsibility to comply with the legal requirements.

Reception

- Our check-in process is set up with a 1.5 meter gap between the guest and the receptionist.
- Plexiglass panels are attached to the reception desk.
- All employees will be wearing a face mask protecting their mouth and nose.
- Our designated wooden table serves as a distance marker at the reception area. Here you will find helpful information signs from this point onward.
- Every guest is obligated to fill out a form, in addition to the registration form, where he/she confirms they have had no previous contact to an infected person as well as being in a risk area. This form will be destroyed 4 weeks after entry in accordance to the data protection law.
- New and used room cards will be stored separately.
- Used room cards will be disinfected.
- The pens used at check-in will always be disinfected.
- We require contact free payment methods.
- The credit card payment reader will be disinfected after every use.

*We reserve the right to make changes based on legal requirements



- Employee workplaces will be cleaned and disinfected before each shift change.

Elevator

- Our elevator can be used simultaneously by 1 or more people from the same household and with a maximum of 1 additional person from a second household.
- The buttons in the elevator are regularly disinfected.
- The rules of conduct are posted next to each elevator on every floor of the hotel.

Floor

- Housekeeping always cleans the same floor and the same room whenever possible.
- Rooms that have been cleaned will have the WE CARE logo between the door and the door frame.
- Door handles, handrails and light switches have a more frequent cleaning interval.
- The rooms are being ventilated more frequently after each guest's visit.
- Rooms are not occupied for at least 24 hours after the last guest's stay.
- During a guest's stay, housekeeping and renewing of the towels is only done after the explicit request of the guest.
- Clean and dirty laundry are kept separate from each other.
- We have a new color coded cleaning concept for our cleaning wipes along with increased cleaning intervals.
- Cleaning wipes are replaced after each use.
- Our housekeeping wear face masks (with mouth and nose protection) in the hallways when the distance between other guests can't be maintained.

Breakfast

- At this time we cannot offer a breakfast buffet, however we do offer "a la carte" breakfast at a table or a room service breakfast (for a fee).
- The same rules apply here as in the restaurant.

Restaurant / Terrace / Bar

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- Sharing a table in a public area is only allowed if the people are from the same family/household or a maximum of 2 households (according to paragraph 1 section 3 of the CoronaSchVO code).
- A table reservation is mandatory and personal data must be recorded. This will be deleted 4 weeks after entry.
- The stay at your table is limited to 2 hours.
- Entry is only possible through the main entrance of the hotel.
- Before entering the hotel, please disinfect your hands. Hand disinfection dispensers are available directly at the main entrance.
- Please keep the specified distance of at least 1.5 meters throughout the hotel and wear a face mask when walking to the restaurant, to your table and to the restrooms.
- We thoroughly clean and disinfect all tables, chairs and armrests after each reservation.
- The table linen is changed before each new reservation.
- A staff member will meet you at the entrance to the FINCH restaurant and accompany you to your table. The tables are all assigned in advanced.
- We can't take your coats for you, but you are welcome to hang them yourselves.
- The tables in our FINCH restaurant and on our terrace are set up in a way where they comply with the new distance regulations. This also means, that the tables need to stay where they are.
- There are no salt and pepper shakers currently at your table. We would be happy to give them to you at your request. We clean and disinfect them after each use.
- Food and drink menus are disinfected after each use. You also have the option of pulling up the menus on your smartphone. You can find the QR-Code on the back of the „reserved“ sign at your table.
- The best way for our guests from the FINCH restaurant or from the terrace to pay is contact free through debit, credit or Apple Pay.
- Cash is not accepted directly, unless via tray.

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Kitchen

- Work areas are rectified and separated where possible.
- Every employee uses his/her own work utensils.
- The work utensils are regularly washed with hot water.
- Work surfaces are cleaned and disinfected after each work process.
- Employees wear a face mask in the kitchen.
- The dirty and clean dishes are separated from each other.
- Only 1 employee works in the scullery per shift.
- Rinsing processes are carried out at temperatures above 60 degrees celcius and the appropriate detergent is used.
- Cleaning rags and work clothes are changed daily.

Restrooms

- Disinfectants, liquid soap and disposable paper towels are provided in our restrooms.
- All restrooms are cleaned and disinfected in shorter, more frequent intervals. You can find this documentation on inside of the entrance door to the restroom.
- Door handles and fittings in the staff and guest toilets are regularly disinfected.
- We request that you enter the restrooms one by one in order to keep the mandatory minimum distance.

The Waldhotel Team

- We will stop greeting our guests with handshakes and instead give you a friendly smile (even if it's under our face mask).
- Please know that we are not afraid of you, we are only adhering to the required 1.5 meter safety distance.
- We are not contagious, we are wearing masks for your and our safety.
- We have been thoroughly trained by experts and are very carefully following the hygiene rules. Not because we are legally obligated to do so, but because we are passionate hosts and your well-being is important to us.

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