



Dear guests,

To ensure that you continue to feel comfortable with us, we have enhanced our hygiene standards for you. The safety of you and our The Alex Hotel team continues to be our top priority. Please help us in maintaining this and follow our hygiene guidelines in order for us to provide you with the best possible protection in every area during your stay. We would like to explain the individual measures in the following. We remain at your disposal should you have any questions. We look forward to your visit!

A

Arrival

Please regard the Baden-Württemberg regulations. We ask you to wear your own mouth and nose masks in public areas upon arrival and during your stay with us.

B

Breakfast

Due to the size of our breakfast room, currently, we do not offer our breakfast buffet. As an alternative you have the option to choose a packed lunch. We ask for your understanding that we had to adjust our service and hence that not everything can be done as usual.

C

Check-In

A disinfectant dispenser is available in our entrance area. The necessary safety distance will be guaranteed in all areas. For the reception of guests we would like to prefer contactless processes. Our equipment will be disinfected accordingly after each use.

Check-Out

If possible, we ask you to refrain from paying in cash. You are welcome to pay by debit or credit card. The card terminals as well as our equipment are disinfected accordingly after each use.



D

Distance

Please regard the safety distance of at least 1.5 meters.

E

Employees

Our team has the necessary knowledge due to comprehensive training according to the specifications of the professional association and through appropriate testing. We have an internal hygiene guideline, which contains the general rules of conduct as well as hygiene measures. Inspections take place regularly.

G

Gloves

Some of our employees will wear gloves for protection, such as our service or housekeeping staff.

H

Hotel Lobby and WINERY29

You are welcome to take a seat at the tables in our hotel lobby, WINERY29, or Kaminlounge, which guarantee the necessary safety distance of 1.5 meters. Of course, you can take purchased drinks with you to your room. Our bar service has been reduced.

Hygiene Measures

We have increased our daily cleaning frequency even more and added additional disinfection tours. Our elevator, all door handles and stair railings in the hotel are regularly disinfected. This also applies to the toilets and all public areas.



K

Key Card

Key cards are disinfected by us in advance. We kindly ask you to keep your key card with you during your entire stay and not to return it to the reception until your departure. All key cards will be cleaned accordingly after check out.

L

Luggage

You are welcome to store your luggage with us. Please understand that this is only possible to a limited extent and that we cannot be of usual assistance.

M

Masks

For mutual protection all our employees wear masks in all public areas. We also ask you to wear a mask in all public areas. We ask you to bring your own masks.

P

Personal contact with the guest

- Due to the current situation we refrain from direct body contact, such as shaking hands.
- Communication is always carried out in compliance with the distance of 1.5 meters, which we ask you to respect.
- Our employees will wear masks when serving and clearing away food.
- We will communicate the general rules of conduct by posting notices at the hotel entrance: cough / sneeze into the crook of your arm, wash your hands frequently and thoroughly and keep a safe distance of at least 1.5 meters.
- We will inform you on site and online on our homepage, on Facebook, and Instagram about the implemented hygiene measures.



R

Reception

At our reception we have installed Plexiglas panels for protection. Please regard the workstations.

Room

Your booked room as well as the public areas will be cleaned according to strict specifications and will be inspected by our housekeeper. Please note that the room cleaning will take place between 9:00 am and 2:00 pm. During the room cleaning we ask you to leave the room temporarily. The cleaning process will take place with open windows. We also would like to ask you to ventilate your room regularly.

We will do everything in our power to offer you the best possible protection during your stay with us. We ask you to support us in implementing the above-mentioned protective measures. Should you experience corona symptoms such as fever, cough, no sense of taste and / or aching limbs during your stay or 36 hours after departure, please inform us immediately. If you have any questions, please feel free to contact us any time by telephone under +49 761 296970 or by e-mail under info@the-alex-hotel.de. We look forward to welcoming you back - with the necessary distance and yet with all the warmth of The Alex Hotel.

Your The Alex Hotel Team