

FIGHT THE VIRUS

IN THE ENTRANCE AREA

- All employees are tested 2x a week.
- The entrance of the RIVA Hotel has **automatic doors**.
- When entering the Hotel and in front of the restaurants, **disinfectant dispensers** are available for our guests to use.
- We kindly ask you to keep a **minimum distance** of 1.5 metres to other people throughout the hotel area.
- When moving around in public areas of the hotel, we ask our guests to wear an appropriate **mouth and nose protection**.
- Next to the reception and in front of the restaurant entrances you will find **waiting areas** in case there are short delays.
- Our **employees** are trained in **hygiene measures** and always wear mouth and nose protection when dealing with guests.
- We would like to ask you to park your **vehicle** yourself, if possible.
- We would be pleased if you would refrain from cash payments. Our **credit card devices** are disinfected after each use.
- **Room cards, pens etc.** are disinfected before each handover.
- Our **elevator** can be used individually or by people from the same household, elevator buttons and surfaces are disinfected regularly.
- We also clean the **banisters and door handles** in all public areas several times a day.

IN THE ROOMS

- **All surfaces** in the rooms - with special attention to door handles, light switches, taps, telephone, etc. - are cleaned and disinfected with great care before your arrival.
- After disinfection, our **TV remote controls** are packed in protective sleeves, which the guest opens himself before use.
- Our **cleaning staff** is subject to a strict hygiene concept and works in changed intervals. Mouth and nose protection and gloves are mandatory and are changed continuously.
- Our **bed linen and towels** are always washed at over 60° Celsius. All other textile surfaces are also regularly cleaned by our experts.

IN THE RESTAURANTS

- The **RIVA breakfast** is always freshly prepared for each of our guests and replaces the breakfast buffet until further notice.
- In order to guarantee the minimum distance at the tables and the bar/lounge, we ask for your understanding for a **"wait to be seated"**. Please make your reservation in advance.
- The **service and kitchen personnel** wears mouth and nose protection and (where appropriate) gloves and are subject to strict rules of hygiene and conduct.
- **Glasses, cutlery, dishes etc.** are washed in professional dishwashers at min. 60° Celsius and with special detergents.

FITNESS WELLNESS POOL

- **Fitness room, sauna & steam bath** area are closed.
- The **outdoor pool** can not be used for technical reasons from October 23rd 2021 until approximately April 01st 2022. Our massage and beauty area will continue to be available for treatments as usual during this time.