

FIGHT THE VIRUS

IN THE ENTRANCE AREA

- 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 do wear mouth and nose protection.
- 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 hourly.
- 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.
- The **handles** of the minibar as well as bottle openers etc. are disinfected after each guest change.
- Our **cleaning staff** is subject to a strict hygiene concept and works in changed intervals. Mouth and nose protection is mandatory.
- 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 of 1.5 metres 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.
- **All areas** are regularly ventilated.
- **Registration** in our restaurants and bar is required.

FITNESS WELLNESS POOL

- **Fitness room, sauna & steam bath** area are closed.
- The **outdoor pool** is available to our hotel guests as usual.