

Safe meetings in Seeheim

# Hygiene and safety concept for infection management in times of the coronavirus (SARS-CoV-2)



*Safety first*

## Foreword:

The current situation that has affected us due to the global Corona pandemic continues to require determined and collaborative action to prevent the risk of further spread of the infection to the greatest possible extent. An effective concept requires the responsible handling of the situation by all parties involved. Event organizers, guests and Lufthansa Seeheim must work closely together to contain possible risks.

Safety and security in the staging of events has always been a top priority at our company. However, the current situation requires us to take further measures beyond the regulations already in place. In doing so, it is important to comply with all applicable regulations of the authorities as well as to implement our own safety and hygiene concept adapted to the individual operation. The protection and well-being of our guests and employees is always in the first place.

From 4 March 2022, our hotel will again be required to implement the colloquially known "3-G concept". This means that guests can only be granted access to our building if one of the three proofs is presented:

- Proof of complete vaccination protection with the required number of individual vaccinations.
- Presentation of a valid certificate of convalescence issued in the person's name
- Proof of a negative test (at least antigen rapid test with certificate, not older than 24 hours at check-in or PCR test not older than 48 hours at check-in)

We urgently recommend all affected guests who require proof of a negative test for access to the building to arrive already with valid proof. A separate test center on the premises of Lufthansa Seeheim is no longer offered.

Beyond the legal obligations, we recommend regular testing in case of a stay of several days. We consider this measure to be particularly important and effective in order to meet the sense of security of all parties involved and to create an environment that makes meetings and conferences possible again during these times.

Our safety and hygiene concept was developed together with our contracted institute for hygiene and food safety, TÜV Süd, as well as the local authorities and is constantly adapted to new regulations. It also includes the current recommendations of the WHO and the Robert Koch Institute, which are of great importance for the use of our conference hotel until further notice.



## For all indoor areas of the conference hotel a „3G“ security concept applies

### General information / measures

Access to all interior areas of the entire conference hotel is permitted only to persons who can provide one of the following proofs upon arrival:

- Proof of complete vaccination protection with the required number of individual vaccinations.
- Presentation of a valid certificate of convalescence issued in the person's name
- Proof of a negative test (at least antigen rapid test with certificate, not older than 24 hours at check-in or PCR test not older than 48 hours at check-in)

Without presentation of one of the previously mentioned proofs, admission for guests is unfortunately not possible.

It is generally recommended that all guests undergo regular testing.

For guests without complete vaccination protection or proof of recovery, a new test is necessary after 24 hours at the latest during a stay of several days.



**In the building is a  
medical mouth and nose covering  
(surgical mask or FFP 2 mask)  
have to be worn!**

### **General notes / measures**

Mandatory mask wearing:

There is a requirement to wear medical mouth and nose covering when guests are moving about the premises, in the restaurant, at the bar, and in hallways and corridors. OP and FFP 2 masks are permitted. This requirement does not apply when taking food and beverages, in the conference room, in hotel rooms and in the recreation area.

It is recommended to wear mouth and nose cover whenever possible, especially when a minimum distance of 1.5m cannot be maintained between people of different households.

Every person is generally required to behave in such a way that they do not subject themselves or others to avoidable risks of infection. During personal encounters, especially with people for whom an increased risk of severe disease progression in the event of infection with the SARS-CoV-2 virus, special caution should be exercised.

## **General notes / measures**

### Location and infrastructure:

The conference hotel Lufthansa Seeheim is located in the middle of a forest and is thus also protected from its direct surroundings. The advantages of the spacious and open construction are especially valuable in the current situation. The entire building is fully air-conditioned and at the same time offers the possibility to open the windows in all rooms for fresh air circulation. All public areas such as foyers or break zones are very generously designed. Gathering in too small physical space can be very easily avoided here. In addition, numerous terraces and areas in the fresh air can be used during the outdoor season.

### Guidance system and signs:

To ensure safe navigation with the required safety distance, an appropriate signage system has been established at key locations in the building, such as elevators, the lobby and, for example, in corridors. A sufficient number of signs constantly raise guests' awareness of the need to comply with hygiene measures.

### Hygiene management:

The conference hotel has an in-house quality and hygiene manager who is responsible for the implementation and compliance with all regulations and resulting measures. Infection protection with regard to the coronavirus (SARS-CoV-2) is a separate department within Lufthansa Seeheim's quality management. A binding training concept for all employees and special instruction for event managers has been established and implemented. The quality and hygiene manager is the contact person for questions, comments and any concerns from customers, guests and employees.

### Case of suspicion in the conference hotel:

In the event that a guest or employee should show typical symptoms of a coronavirus (COVID-19) infection on site, or suspects themselves of being infected, there is a procedure coordinated with the public order and health authorities to isolate the person concerned immediately and to enable further measures to be initiated by medical personnel.

## **Cleaning and disinfection**

Public areas, in particular contact surfaces such as door handles, handrails, handles, switches or control buttons of the elevators, are regularly cleaned with an antiviral agent recommended by the Robert Koch Institute.

The intervals for cleaning public areas and toilet facilities are increased and documented accordingly.

## **Additional hygiene precautions at events**

Disinfectant:

At the entrance of the building, the various conference areas, in public areas, access to the restaurant and in all toilets, disinfection dispensers for hand disinfection can be found.

Risk assessment of each individual event:

Already during the planning of an event or at the latest during the detailed agreement, our employees of the Convention Sales Department will discuss the corresponding special features for the planned event with you. Should security-relevant aspects arise, these will be discussed in the run-up to the event and appropriate measures will be taken to protect all persons involved in the event.

Coffee breaks:

In order to minimize meetings between participants of various conferences at our coffee break stations, appropriate periods for the coffee breaks are coordinated in advance.

#### Hybrid events:

There are extensive possibilities available to you to let other guests participate digitally in your conference in Seeheim. Our technology service provider Sinus provides information on various possibilities of a hybrid conference.

#### **Additional hygiene precautions in the restaurant**

##### Seating capacity:

Our restaurant has 421 seats indoors. Thus, all participants can take their meals at a safe distance from each other at set times.

If the weather is fine, further seating options in the fresh air can be used. The various terraces offer very generous possibilities.

##### Food Court:

Meals during a conference in Seeheim are a particularly important part. Starting with a balanced breakfast to the lunch to the evening buffet. In the food court of the seeheim's eat & meet restaurant, our buffets are always very popular. This does not have to change in these times either. The spacious buffet stations offer enough space for the limited number of guests. All buffet areas are provided with an appropriate splash guard. A wayfinding system ensures that guests can enter and leave the buffet area in an orderly manner. Hand disinfection and washing facilities are available in the immediate vicinity.

##### Numerous possibilities for a locally separated catering of the guests:

If the organizer wishes his participants to have their meals in separate rooms, this is of course possible. Our banquet service has innumerable ways of offering this. For a surcharge, innovative concepts can be implemented in rooms such as the "Think Terminal" or the "Loft", in which a common exchange and interaction is possible in compliance with all distance regulations. Furthermore, whole meals, packed lunches or picnic baskets can be delivered to the rooms or to any location outside the home. Our Convention Sales department will be happy to advise you on this.

##### Hotel bars:

Hotel bars are only open with restrictions and conduct special hygiene measures.

## **Additional hygiene procedures in the hotel area**

### Front desk:

At the hotel reception, Plexiglas screens separate guests from our staff, ensuring a safe distance. Appropriate markings on the floor and partitions ensure that, in the event of a line building, everything proceeds in an orderly manner and minimum distances among guests and staff can be maintained.

### Upon arrival:

Upon arrival, our guests will receive a leaflet at the hotel reception with all the required rules of conduct and the specifics that must be observed due to the additional protection against infection during their stay in our hotel.

### Hygiene kit:

For a small fee, a hygiene kit for the stay is available to all guests upon request. This includes a medical mouth mask, hand disinfection and a pair of protective gloves. This kit can also be pre-ordered for all participants.

There is a requirement to wear a medical mouth and nose covering when guests are moving freely around the facility, in the restaurant, at the bar and in hallways and corridors. OP and FFP 2 masks are permitted. This requirement does not apply when taking food and beverages, in the conference room, hotel rooms and recreation areas.

### Hotel Rooms:

The cleaning of our hotel rooms is generally subject to a very high and reliable standard. The rooms are thoroughly cleaned and aired daily. Our hotel linens are carefully laundered. Individually packaged hygiene items are removed from the rooms and are available upon request at our front desk. We will also make every effort to maintain this standard and take further action if necessary. Upon request, our guests will continue to have the option to cancel room cleaning for a stay of several days, thus avoiding the access of cleaning staff.

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Contact for questions:

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