



## We care for your health.

Hygiene concept for acama from 15th September 2020 // valid until December 2020

### Booking / Payment

- In order to avoid personal contact all bookings will be charged before by credit card, bank transfer or PayPal link
- Please read carefully through this information sheet:  
[https://www.berlin.de/corona/assets/downloads/200323\\_coronahinweise\\_1200x1200\\_px\\_englisch.jpg](https://www.berlin.de/corona/assets/downloads/200323_coronahinweise_1200x1200_px_englisch.jpg)

### Dokumentation groups

- Before arrival we do need a complete list of all guests incl. names, addresses, phone numbers, dates. The list needs to be completed and handed in latest upon arrival. The list will be kept during 4 weeks.

### Inhouse measures

- At the entrance door and in the whole house we advise to wear the nose/mouth protection mask and to keep the **min. distance of 1,5m**
- In each room we provide **information sheets**
- In all **public areas** guests and staff is obligated to wear the mask and keep distance.
- The **entrance door** opens automatically and won't be touched by guests
- In the entrance area and dining room we provide **hand disinfection dispensers**, which should be used when entering,
- The reception is equipped with a **glass** in order to protect staff and guests
- When there is no glass our staff will wear a mask
- On the **ground** the distances are marked with tape
- The use of elevator should be avoided or used by **max. 2 people or max. two different households**
- **Surfaces** will be cleaned and disinfected regularly

### In the rooms

- The rooms will be occupied max with 3 people
  - o 6-bedroom: 3 people
  - o 4-bedroom: 2 people
  - o **Exceptions are individual bookings with guests from max 2 households**
- Should the regulations be eased, we will adapt the occupation to the latest version.
- Guests sleep in a **distance of 1,5m** to each other
- Guest are advised to **ventilate** the rooms on a regular base and to keep the windows open when in the room. (The window needs to be closed when exiting the room)
- At the moment we do not provide cleaning service. Only upon check-out rooms will be fully cleaned and disinfected.



## Breakfast area / dining room

- In our **dining room** distance rules apply and are marked correspondingly.
- **Food and drinks** can only be consumed at the tables.

## In case of infection

- If a guest shows symptoms, or be informed the he/she was in contact with a positive tested person, our emergency-concept takes effect with the following **code of conduct**:
  1. The guest **obligated to...**
    - ... call and inform reception immediately
    - ... stay in the room and not to leave it under any circumstances
    - ... use the mouth/nose protection full time
    - ... inform other guests in the room immediately
    - ... keep the window open at all times
    - ... not act single-handedly and stay in the room until reception informs him/her what to do
  2. All guests in the affected room are **obligated to...**
    - ... if they are in the room, stay there by the window, keep the window open and wear the nose mouth protection
    - ... if in house to avoid any contact and head to our meeting room on the ground floor
    - ... if outside of the house call a doctor and follow their advice
  3. Our staff...
    - ... will inform the corresponding health office
    - ... will inform the affected guests about the procedures
    - ... if necessary, evacuate the surrounding rooms
    - ... check who the affected person was in contact with and isolate those rooms as well
    - ... further measures will be decided by the corresponding health office

## Additional information

- We provide a pandemic plan + hygiene concept
- Our staff will be trained regularly
- Cleaning check and control lists are available and updated on a regular base
- If you forgot your mask, at reception we have masks purchasable



## Links

<https://www.infektionsschutz.de/>

<https://www.berlin.de/corona/massnahmen/kontaktbeschaenkungen/>

[https://www.kbv.de/media/sp/Poster\\_10\\_Hygienetipps.pdf](https://www.kbv.de/media/sp/Poster_10_Hygienetipps.pdf)

[https://www.rki.de/DE/Content/InfAZ/N/Neuartiges\\_Coronavirus/Steckbrief.html#doc13776792bodyText1](https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Steckbrief.html#doc13776792bodyText1)

<https://www.bgn.de/corona/>

## Contact phone numbers

acama reception: 030 / 259 304 80 - doctors on call duty: 030 / 116 117