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_coronahnweise_1200x1200px_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
  - 6-bedroom: 3 people
  - 4-bedroom: 2 people
  - 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 widows 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/kontaktbeschraenkungen/
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.bgn.de/corona/

Contact phone numbers

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