

Hygiene

is a BIG deal to us!

Increased cleaning intensity

We have increased our cleaning intensity and rhythm. We continuously disinfect surfaces like door handles, check-in terminals, lift buttons, water taps, light switches, and staircase handrails.

Cleaning standards according to RKI guidelines

We clean our apartments using the four-colour system according to RKI guidelines and use fresh microfibre cloths for each apartment/area.

Red – WC

Yellow – tiles

Blue – surfaces

Green – disinfection

Information

Information on the DHM (Distance – Hygiene – Mask) rules is visible and accessible as a poster at all entrances and at the reception.

Contactless check-in and out

We offer contactless check-in and check-out through our check-in kiosks and check-out mailbox for the room keys.

Masks

In order to avoid droplet infections, the staff wears a medical mask when in direct contact with guests.

Open doors

Our doors are open whenever possible to ventilate the rooms and to avoid direct contact with door handles.

Hand sanitizer

Our Saint Charles hand sanitizer is accessible to our guests at the main entrance and at the reception.

Please use the disinfectants provided for you and disinfect your hands regularly.

Disinfection

We intensified the disinfection of remote controls, washing taps, toilets, and door handles in our apartments.

Protective gloves

Our housekeeping employees wear protective gloves which are changed on an ongoing basis.

Working only when healthy

Our employees are instructed to stay at home when they have symptoms of illness.

Hand and surface hygiene

The entire team was sensitized regarding hand washing and surface disinfection.

Working individually and at a distance

Our team works mostly individually. When working in pairs, a safe distance is kept.

Contactless stay possible

A completely contactless stay is also possible via our check-in terminals (credit card or prepayment required). During their stay, our guests can use four different entrances, including the entrance via the underground car park.

Room keys are disinfected

All room keys are disinfected after the guest's departure.

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