

## A very warm welcome to Sacher!

Together we'll stay safe and healthy! This is how:

- At Sacher, your safety has always been the top priority – and now it's more important to us than ever before! **Our hygiene standards currently exceed the requirements** of the Austrian Chamber of Commerce. The Sacher Hotels are certified with the GBAC Star™ seal of approval – <https://gbac.issa.com/>.
- Come on in! **Have you been tested, vaccinated, or have recovered?**  
Then we are delighted to welcome you back and to see your **valid proof when you enter** a Sacher establishment!

According to the regulation of the Austrian Federal Government **the following proofs are accepted:**

- **Negative PCR test** (valid for three days from date of issue).
  - **Negative antigen test from a testing station, pharmacy, etc.** (valid for two days from date of issue).
  - **NEW: Antigen test for self-testing (digital)**, which is recorded in an official data processing system (valid for one day from the date of issue).
  - **NEW:** In addition, **on-site self-tests** will also enable access. However, this test is **only valid for one visit and only in our establishments.**
  - **NEW:** For children, **school tests will be accepted** in the future.
- **Vaccination: Proof** can be provided by means of a **vaccination certificate, vaccination card or printout**. This is valid from 22 days after the first vaccination (whereby this must not be more than three months ago). If the second vaccination has already taken place, the first vaccination must not be more than nine months ago.
  - **Recovery: Medical confirmation** of a past infection with SARS-CoV-2, **confirmed by molecular biology**, which does not date back more than six months.
  - A **certificate according to § 4 para. 18 EpiG** (Austrian Epidemic Act) or a **notice of isolation**, if this was issued for a person who was demonstrably ill with SARS-CoV-2 in the past six months before the scheduled testing.
  - An **antibody test certificate**, which must not be older than three months.
  - Children under the age of 10 are exempt from providing proof. Proof is required from the age of 10.
- An **FFP2 mask must be worn in all public areas**. Our employees also wear an **FFP2 mask** when on duty. For the protection of all our guests and employees, we cannot accept any exemption from the FFP2 mask requirement on the basis of a medical certificate.  
The **FFP2 mask may be removed at the table in restaurants & cafés**. However, whenever you walk through the restaurants & cafés, the FFP2 mask must be worn.  
Children under the age of 6 do not have to wear a mask.  
Children between the ages of 6 and 14 are required to wear a close-fitting protective mask which covers mouth and nose, but this does not have to be an FFP2 mask.
  - Wherever possible, our staff maintain a **safety distance of one meter** from you and the other guests. Please take care of others, too!



## Hotel Sacher

- When may we expect you? If you're planning a visit to one of our restaurants, **please reserve a table in advance** so that we can guarantee you an enjoyable visit.  
According to Austrian Covid-19 regulations, table reservations are subject to the following restrictions:
  - **Indoors:** a group may consist of a **maximum of 8 persons per table** plus underage children or persons living in the same household.
  - **Outdoors:** a group may consist of a **maximum of 16 persons** plus underage children or persons living in the same household.
- There is currently a **registration requirement** for contact tracing at **all Sacher establishments**. For this we'll need your first and last name, phone number and email address, as well as the date, time and table number. You can register **quickly and easily using the QR code provided at your table**. Your data is automatically deleted after 28 days.
- The porter can give you everything you need for your health and safety – from **FFP2 masks** to sanitizer and disposable gloves.
- Hand sanitizing made easy! **Dispensers with hand sanitizer** are freely available. In addition, every employee is happy to provide you with a hand sanitizer!
- Are you in a hurry? We offer an **extra fast check-in and checkout** to make sure that there are **no clusters of people** in the reception area.
- No queues at the buffet: We are happy to serve your **breakfast at Café Sacher (Vienna) and at Café Sacher (Salzburg) or the Sacher Grill (Salzburg)** – or how about a cozy **breakfast in bed**?
- May we escort you to your room? You can open your room door either with your **freshly disinfected keys** or **contactlessly via the SacherApp**. Please don't be surprised if we follow you in the **next lift** – it's to safeguard your health. We will only enter your room at your request and wear gloves when we touch your luggage.
- Speaking of your room, you'll still find **all the comforts** you've come to expect from Sacher. But **we've removed loose items** that would normally be left in a room after a guest's departure, e.g. bedspreads and decorative pillows. If there's anything you need, please let us know!
- A comprehensive service: If you arrive by **car**, we will – if you wish – be happy to undertake a small hygienic interior polish for you! **Disinfection is the order of the day!**
- "How do I keep my guests safe?" – Each **member of staff is familiar with the general hygiene standards** and very well trained!
- Do you need confirmation of health before departure? You can do a PCR rapid test or antigen rapid test in-house or at our partner nearby.
- Please pay your bill preferably by **debit or credit card**.

We are delighted to have you with us again!

Your Sacher family

