

## 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, for **Vienna** valid only two days from date of issue).
  - **Negative antigen test from a testing station, pharmacy, etc.** (valid for two days from date of issue, for **Vienna** only 24hrs from date of issue).
  - **Salzburg, Graz & Innsbruck: Antigen test for self-testing (digital)**, which is recorded in an official data processing system (valid for one day from the date of issue).
  - Additionally, **on-site tests** are offered by an external partner.
- **Vaccination: Proof** can be provided by means of a **vaccination certificate, vaccination card or printout**.  
Proof of vaccination against COVID-19 with a centrally licensed vaccine may involve:
    - a) **First and second vaccination dose**, whereby the second dose must not date back more than 270 days, or
    - b) Single vaccination, **valid from the 22nd day after vaccination** in the case of vaccines for which **only one vaccination is scheduled**, whereby this must not date back more than 270 days, or
    - c) Vaccination, where there was a positive molecular biology test for SARS-CoV-2 at least 21 days prior to vaccination and proof of the presence of antibodies, whereby vaccination must not date back more than 270 days
  - **Recovery: Medical confirmation** of a past infection with SARS-CoV-2, **confirmed by molecular biology**, which does not date back more than 180 days.
  - 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 within 180 days before the scheduled testing.
  - An **antibody test certificate**, which must not be older than 90 days.
  - **Vienna:** Children under the age of 6 are exempt from providing proof. Proof is required from the age of 6.
  - **Salzburg, Graz & Innsbruck:** Children under the age of 12 are exempt from providing proof. Proof is required from the age of 12.
  - Evidence must be provided in Latin script, either in German or English, or alternatively, in the form of a certificate pursuant to § 4b para. 1 of the Epidemic Act 1950 (Austrian Epidemic Act), Federal Law Gazette No 186/1950.

- It is compulsory to wear a face mask covering nose and mouth in the Sacher Confectioneries in Salzburg and Vienna, as well as in the Sacher Shop in Graz and when picking up products from Café Sacher Innsbruck. Children under the age of 6 do not have to wear a mask.
- Where possible, our staff will maintain a **safe distance** from you and other guests. Please take care of others, too!
- 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.
- 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 concierge can provide you with everything you need for your health and safety – from face masks to disinfectant 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!
- "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