

## 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 than ever! **Our hygiene standards exceed WKO's requirements.** For instance, our reception desks now have perspex screens to protect against droplets. "Gesundheit"!
- Come on in! Please **wear a face mask (FFP2 mask) in the hotel in all areas.** Likewise, our employees wear face masks (FFP2 mask).
- Our concierge team will provide everything you need to stay healthy: Please ask for disinfection gel for your hands, gloves and face masks.
- Need to freshen up? **Dispensers with hand sanitizer** are freely available. Every employee is happy to provide you with disinfectant gel!
- Wherever possible, our staff maintain a **safety distance of 2 meters** from you and the other guests. Do you also look out for others?
- Are you in a hurry? We are happy to 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 in bed!**
- May we escort you to your room? Your **keys are freshly disinfected.** 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 specific 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. If there's anything you need, please let us know!
- When may we expect you? If you're planning **lunch or dinner**, please let us know your **preferred time in advance** and any special wishes. Enjoy our **in-room dining!** Don't forget to **keep to yourself!** **Visits from external guests are not permitted.**
- A comprehensive service: If you arrive by **car**, we will gladly 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 a health certificate before departure? You can do a **PCR quick test** directly in our house or at our partner in the immediate vicinity. **Rapid antigen tests** are available at our partner. The concierge will be happy to arrange an appointment for you!
- Please pay by **debit or credit card** and/or contactless if possible.

We are delighted to have you with us again!

Your Sacher family