

The SafeStay Label of the Vienna Hotel Industry

List of measures for the SAFESTAY Label of the VIENNA Hotel Industry:

1) Covid-19 officer

- a) Nomination of a Covid-19 officer. This person is responsible for compliance with and implementation of protective measures, acting as the first point of contact for guests and employees.
- b) Implementing additional hygiene measures and reviewing their effectiveness
- c) Staff training in and introduction to the new protection regulations
- d) If an infection is detected, the Covid-19 officer will take the necessary steps, informing the public health officer and the authorities in charge, making arrangements for quarantine until representatives of the authorities in charge arrive.
[Guidance](#)
- e) Informing guests about the current protective measures under applicable law (nose and mouth protection in public transport, pharmacies, taxis, etc.) via bulletin board notices or digital services

2) Safety measures for employees

- a) On the basis of weekly safety protocols, staff on duty will have their temperature measured and they will be asked about potential symptoms (cough, diarrhoea, taste loss, shortness of breath, etc.) when they report for work.
- b) Precautions are taken to ensure compliance with protective measures (disinfectant, washing hands, etc.)
- c) Air circulation in the workplace by regular and sufficient air exchange. Appropriate adaptation of air conditioning and ventilation systems as regards air return

3) Safety measures for hotel guests

- a) If a guest is observed showing potential symptoms, the hotel should have the means to measure the guest's body temperature if necessary, or if requested by the guest
- b) The Covid-19 officer will take the necessary steps if there are reasons to suspect an infection or if an infection has occurred, informing the public health officer and the authority in charge
- c) The guest affected will be quarantined until s/he can be examined
- d) The guest's contacts at the hotel will be identified (fellow travellers in a group, travel companions, table reservations, traceable activities, ...)

4) Social distancing

- a) The accommodation business must take measures to ensure that a distance of one metre is maintained between guests (e.g. in the form of floor markings, time slots in the reception area, a maximum of 2 persons riding a lift, etc.)
- b) The accommodation business must inform guests about the protective measures in place by means of bulletin board notices and guidance
- c) If possible, there will be intervals of at least 24 hours between room occupancies.

5) Disinfection - Cleaning - Ventilation

- a) Public areas - areas that are frequently used by various guests will be disinfected or cleaned several times a day and sanitising stations will be provided
 - I. Lobby
 - II. Reception area
 - III. Lift
 - IV. Door handles and front surfaces of doors
 - V. Hand railings in staircases
 - VI. Toilets
 - VII. Meeting rooms
 - VIII. Fitness areas [Guidance](#)
 - IX. Other public areas

b) Guest rooms

Implementation of increased disinfection in the cleaning processes

- I. Cleaning and disinfection of frequently used surfaces
- II. Door handles
- III. Light switches
- IV. Technical devices
- V. etc.

This must be demonstrated by means of cleaning or disinfection records.

[Instructions for hygienic hotel room cleaning](#) after a guest infection

c) Disinfectants

- I. More disinfectant dispensers are provided
- II. Disinfectant is available at the reception on request
- III. Disinfectant is available in the room
- IV. Disposable masks are available at the reception

d) Ventilation

Air circulation by regular and sufficient air exchange is ensured. Appropriate adaptation of air conditioning and ventilation systems as regards air return

e) Waste bins

A sufficient number of waste bins is provided, waste is disposed of regularly

6) Services - contactless services

- a) Digital menu, information via QR code, bulletin board notices, personal, digital information etc.
- b) Procedures for serving food and beverages are adapted on request, breakfast can be served in rooms
- c) Protection standards will be sent to guests in advance
- d) Valet parking in compliance with hand sanitising regime, disinfection of car keys, steering wheel and gear lever