

SICHERE GASTFREUNDSCHAFT

≡ Bundesministerium
Landwirtschaft, Regionen
und Tourismus



QUALITY LABEL „COVID-SECURE HOSPITALITY“: GUIDANCE

In order for a hotel to be designated „COVID-secure hospitality“, the hotel must take the following steps and ensure that all employees who have direct contact with guests are tested regularly for Covid-19:

EMPLOYEES

- Inform employees about preventative and hygiene measures as well as the correct course of action should they experience COVID-19 symptoms or infection
- Alert employees to compliance with the minimum distance rules
- Ensure regular testing of employees who have direct contact with guests

DISTANCE

Arrange tables and seating to keep the minimum distance between guests (in the absence of any other suitable means of maintaining spatial separation).

HYGIENE

- Ensure that frequently touched objects and surfaces are routinely cleaned
- Ventilate common areas (keeping windows or doors open at least hourly, weather permitting)
- When cleaning rooms, ensure that the room is aired and that the cleaning cloths and gloves are changed and disinfected after each room.
- Clean the room with special care after guests check out, paying particular attention to objects that are touched frequently

GUESTS

Inform the guest at check-in about the steps the hotel is taking to protect against a COVID-19 infection, focusing on the importance of keeping a one meter distance in common areas from people who do not share the same household or group (does not apply if the risk of infection can be minimized by spatial separation measures).



CONTACT TRACING

- Advise both guests and employees to use the „Stop-Corona“ app
- Keep a register of contact details when guests check in (email or telephone number) with the guest's consent, to be followed up in case of an outbreak of infection
- Employee rosters should be kept for four weeks

ISOLATION AND COURSE OF ACTION IN CASE OF SUSPECTED INFECTION OR POSITIVE TESTING

- Advise guests to stay in the room if they have COVID-19 symptoms
- Advise employees to stay at home and inform their employer if they experience symptoms of illness
- If COVID-19 symptoms occur at work, employees should be isolated
- The hotel must contact the local health authority in cases of suspected COVID-19
- If a guest or employee should test positive, all persons who have been in that person's vicinity must be contacted

CONTACT PERSON QUALITY LABEL AND INFORMATION

Detailed information: sicheregastfreundschaft@wko.at