

Extended safety and hygiene standards at the Excelsior Hotel Ernst

The wellbeing, safety and comfort of our guests is our daily motivation. Now, more than ever, with COVID-19 becoming part of our everyday life, wellbeing and safety get a whole new meaning. At the Excelsior Hotel Ernst we have taken measures to a new level to ensure the wellbeing and safety of our guests without major disruption to service and comfort. The hygiene standards are in place to not only give our guests peace of mind when staying with us, but also to protect our staff. In order to do so, we were able to continuously adapt our methods to fulfill all current standards communicated by local authorities as well as WHO.

While, as a 5* luxury hotel, the highest service standards are part of our DNA, we carefully have to find a balance between comfort and safety. Services that you valued in the past may still be offered but in different way.

Here is an overview of measures taken:

Current guest regulations at Excelsior Hotel Ernst

Based on the Covid-19 regulations, issued by the state of North Rhine-Westphalia on 11th January 2022, new rules will apply to all hotel guests nationwide with immediate effect. Guests must meet the following criteria to access the hotel and its restaurants.

Restaurants & Bar

- Recovered from Covid-19 infection & tested - Recovered guests have access by presenting a medical recovery certificate (min. 28 days - max. 6 months old) as well as a negative test result (not older than 24 hours (rapid test) or 48 hours (PCR test)).
- Double vaccinated & tested - double vaccinated guests have access by showing their vaccination certificate (at least 14 days must have passed after the last vaccine dose) as well as a negative test result (not older than 24 hours (rapid test) or 48 hours (PCR test)).
- Tripple vaccinated - tripple vaccinated guests have access by showing their vaccination certificate.
- Children that are not older than 15 years will be considered negative due to regular school tests.

Accommodation

- Non-vaccinated guests will only have access to the hotel accommodation when traveling for business (or for important personal reasons). A negative test result must be presented upon arrival and after every 24 hours (rapid test) or 48 hours (PCR test).
- Non-vaccinated guests won't have access to the restaurants, however may order all meals via room service.
- Children that are not older than 15 years will be considered negative due to regular school tests.

Exceptions apply to guests,

- who are advised against vaccination from a medical point of view. In addition to a medical certificate (not older than 6 weeks), they must present a negative rapid or PCR test result.
- > Tests must not be older than 24 hours (rapid test) or 48 hours (PCR test).

Staff

- All staff receive enhanced health and safety training and are either recovered, vaccinated or tested daily.
- All staff receive personal protective equipment customized to their specific tasks in the hotel.

Bedrooms

- Bedrooms will always be kept empty for at least 24 hours between the departure and arrival of guests in order to ensure enough time for intensive cleaning, airing and disinfection.
- Certified cleaning process of all linen in the room by our linen partner as per DIN EN 14065.
- Particular disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.
- Personal face mask available in every room.
- Turn down service only on request during stay.

Public Areas

- Disinfecting stations are available in key public areas like entrance and hotel lobby.
- Frequent disinfection of door handles, railings and elevator buttons.
- Glass dividers have been installed at reception and concierge desk.
- Disinfection of room keys before handover.



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- Digital documentation of cleaning processes.
- Sauna & fitness area are open from 6:30 a.m. to 7 p.m., steam bath remains closed until further notice (one household rule applies). The sauna & fitness area may only be accessed by guests who are vaccinated or recovered from a COVID-19 infection. In addition a negative test must be presented.

Restaurants and Bars

- A breakfast buffet can be enjoyed at the restaurant. Alternatively breakfast can be ordered via room service.
- Restaurant Hanse Stube is open daily from 12 noon to 2:30 p.m. and from 6 p.m. to 10:00 p.m.
- Restaurant taku is open Tuesday - Saturday from 6:30 p.m. to 9:30 p.m.
- The Piano Bar is open and delighted to welcome you Monday to Thursday from 12 noon to 11 p.m., Fridays and Saturdays from 12 noon to 12 a.m. and Sunday from 12 noon to 11 p.m.
- Contactless room service is available 24 hours.
- Certified COVID-19 hygiene standards as per "Delphi Lebensmittelsicherheit GmbH".
- Certified COVID-19 hygiene standards as per "GBAC".

