

Hygiene concept of the University Center Obergurgl

Updated: 24 August 2020

Conference rooms:

- Each room has a reduced capacity that needs to be observed
- A minimum distance of 1 meter needs to be kept between seats
- Each room is equipped with dispensers for hand disinfectant and surface cleansers
- The conference rooms and the inventory are cleaned and disinfected regularly by members of the staff

Restaurant:

- Tables will be set with glasses, cutlery and paper napkins before the arrival of the guests
- Members of our staff will wear a face mask when in contact with guests
- After each instance of serving and clearing a table staff members will wash their hands
- Internal processes are optimized to make sure that there is only minimal contact between members of the staff and guests
- If there is dinner in form of a buffet, groups can only come to the buffet by the table or keep a minimum distance of 1 meter. Furthermore are guests asked to disinfect their hands for each course (these rules are also valid for the breakfast buffet)
- Requisites like menus, cruet sets and tablets are kept to a minimum or cleaned / replaced after use
- Tables are disinfected as soon as guests leave the restaurant

Public areas:

- Guest are asked to avoid gatherings of people in the staircases
- A minimum distance of 1 meter to people from another groups needs to be kept at all time
- Frequently touched objects and surfaces are cleaned regularly by the housekeeping staff
- Dispensers with hand disinfectant are located in central areas
- Doors and windows are being kept open or opened once an hour, if permitted by the weather conditions
- Postings regarding hygiene measures and distancing rules are located throughout the premises

Hotel rooms:

- Double and triple rooms can only be occupied by persons from the same household, unless it is possible to keep a minimum distance of 1,5 meters
- Rooms are cleaned and aired on a daily basis
- Each room is cleaned by only one member of the housekeeping staff, which have assigned work areas
- During a change of guests each room is cleaned thoroughly

Suspected case:

- If a guest experiences symptoms of COVID-19 the staff and management need to be notified immediately
- The affected guest has to stay in the room for isolation
- The University Center will coordinate further procedures with the health department and the medical officer of the university

Check-In / Check-Out:

- The reception desk is equipped with a protective pane of glass
- Organizers are asked to provide the necessary personal information of each participant before arrival, as collecting the information on site will unnecessarily prolong the check-in process
- Due to the restricted space in the reception area, only 2 persons are allowed to check-in at the same time
- We ask guests to pay their personal bill contactless by card, if possible

Miscellaneous:

- Guests are asked follow the local postings regarding hygiene measures and instructions by members of the staff