



haus international

COVID-19 / Coronavirus Informations

Dear Guests,

our hostel haus international in Munich is despite the actual coronavirus pandemic still open daily for accommodation and meals to go.

Our house is very well prepared to comply with the currently applicable legal requirements of the Bavarian State Government (State Ministry for Health and Care) and the World Health Organization (WHO), so as to reduce the spread and transmission risk of the coronavirus to an absolute minimum, if possible to completely avoid.

Please note the following information as well as hygiene and safety information regarding your stay with us in the house.

Booking:

- Booking inquiries please preferably via the online booking form on our website or by email.
- Credit card details can already be entered securely and encrypted via our online booking form for contactless payment.

Check-In:

- Registration form partially pre-filled at the reception.
- Plexiglass panes to protect our guests and employees.
- Hand disinfectant spray at the reception.
- Distance restrictions in front of the reception for mutual security.
- Payment without cash possible, with EC or credit cards.
- Disinfected key card, and if required, TV remote control.
- Simply hand in the key at check-out.

Please note when booking:

According to the current legal situation (as of November 23, 2020), the **provision/service of overnight-stays for private tourist purposes is at least till December 20, 2020 prohibited.**

We therefore only accommodate business travelers, students, craftsmen, fitters, construction workers, guests in transit, any staff currently on Coronavirus duty and only guests for non-tourist purposes.

Our restaurant is daily open for breakfast, but please be brief and wear a mask covering your nose and mouth, keep the necessary minimum distance of 1.5 - 2 meters from the other guests and our staff.

Please strictly observe the general hygiene rules (wash hands with soap, sneeze into the armpit, disinfect hands, keep your distance). Thank you for your attention and stay healthy!

During your stay:

- No lead cleaning of the room on request.
- Please ventilate the room yourself regularly.
- According to the current legal regulations, multi-bed rooms can only be occupied by two households (max. five guests) (by arrangement when booking).
- Lounge and seating options have been removed in the lobby and on the restaurant terrace for security reasons.
- Please note the distance restrictions at the reception and in the restaurant.
- Please note the numerous notices on safety and hygiene in the house.

Restricted services in the house:

- Daily reduced breakfast buffet in the restaurant and no longer for self-service (except drinks) but as a serving buffet by our employees.
- Reduced lunch and dinner buffet from Monday to Friday and no longer for self-service (except drinks) but as a serving buffet by our employees.
- For hygiene reasons, individual food packaging is increasing again.
- Disco / bar in the basement is closed.
- **Our event room (plenary hall/Plenarsaal) remains closed until further notice due to the current legal situation.**
- Lounge and seating options have been removed in the lobby and on the restaurant terrace for security reasons.
- Bicycle rental and all other leisure facilities within the house and in the garden are closed.

General hygiene requirements for guests:

- Obligatory mask (mouth and nose covered) in all public areas of the house and when entering and leaving the restaurant.
- Observe correct coughing and sneezing (in the crook of the arm).
- Avoid shaking hands.
- Keep your hands away from your face.

- Please always keep a minimum distance of 1.5 meters from other people (social distancing).
- No gathering of people or groups of people, please pay general attention to avoid contact.
- Please clean your hands regularly with soap and disinfect them with the disinfectants from the dispensers at the reception, at the restaurant entrance and on the floors.
- Please contact us at the reception or directly with a doctor if you suspect symptoms of illness.

- A maximum of two people (one household) are allowed in the elevator.
- Please fill tables in the restaurant with a maximum of two people (one household).

Safety and hygiene measures by haus international:

- Training of all employees in-house.
- Training of the cleaning staff by the external cleaning company.
- Use of cleaning and disinfection checklists.
- Use of special agents for cleaning and disinfecting public areas, rooms and work areas of employees.
- Safety and protective equipment for all employees in the house.
- Reduction of the number of employees in the house.
- Information and posting of hygiene rules for employees.
- Review and compliance with existing personnel and quality standards as well as HACCP concepts in all departments and areas of the company.
- An operational protection concept with risk assessment, hygiene and disinfection plan, pandemic plan and ventilation concept has been created and is being applied.

In the interest of all of our guests and employees, we ask that you observe and strictly adhere to the information listed here, as well as hygiene and safety information during your stay with us.

Teachers, supervisors, group managers and legal guardians are responsible for the compliance of the information listed here as well as hygiene and safety instructions by their pupils, participants, persons under protection, children and adolescents during their stay with us in the house.

Please contact with any questions

by email: info@haus-international.de

by phone: 089 12006-0

by fax: 089 12006-630

personally: 24 hours a day / 7 days a week

to our reception and reservation in the hostel haus international.

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