

# SO/VIENNA

## WE CARE FOR YOUR HEALTH & SAFENESS

The Wellbeing, Health and Security of all Guest and Heartists are our highest priority. With reference to the Austrian government hygiene restrictions and safety guidelines we created the SO/protected program to ensure the highest level of protection combined with luxury service standards.

The very spacious design of all public areas and the restaurant DAS LOFT as well as the pure and clean inventory of all hotel rooms guarantee all guests a lot of privacy and distance.



As per the Austrian government it is mandatory to keep a distance of at least 1m to other people who are not from the same household.

SO/safe Check In/ & Check Out points at the lobby give every guest the opportunity to be welcomed in a safe, relaxed and undisturbed way. Alternatively, we offer a fast & easy online Check In.



### SO/ WELCOME

As from 19.05.2021 guests must show upon check-in either a negative Covid-19 test result or a proof of vaccination or recovery from an infection in the past. This applies also for visits to our restaurant and bar as well as to the spa area. Guests need to have their certificate available at all times during their stay at the hotel.

All employees at the hotel are wearing a mask. Please kindly note that it is mandatory for all guests as well to wear a mask (FFP2) in all public areas of the hotel.

We are offering several disinfection points within the public areas of the hotel. We invite you to use them as often as possible.

The SO/ Distance signs in all public areas help you to protect yourself and others and guarantee a lot of private space and social distancing.

SO/ Good bye can be easily done via Fast Check Out and the key card can just be dropped in the keycard box when leaving the hotel.

All surfaces in public areas are disinfected every two hours by the SO/ Neat & Tidy department.



### ACCOMODATION

For your safety & protection we upgraded the in-room amenities in the HIS&HER boxes to include a mask and hand sanitizer for every guest in the room.

SO/PRIVATE gives you the opportunity to stay completely private in your hotel room during your stay.

The SO/ Neat & Tidy colleagues offer all services on request and guarantee you that nobody will enter your room if you don't wish.

All hotel rooms go through a certified disinfection process before arrival and after departure.



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## RESTAURANTS & BARS

Das LOFT Restaurant & Bar with its wide, open and spacious layout provides every guest plenty of private space.

To keep the rules of social distancing of at least 1m there is a enough space between each table.

Upon arrival at Das LOFT also external guests who do not stay at the hotel need to show a negative test result or proof of vaccination or recovery from an infection in the past. Guests also need to register themselves with their data.

The maximum number of persons at a table is 8 adults (plus their minor children from the same household).

## SO/ SPA

Our Fitness area will be open for you to exercise from 5am to 12 am.

SO/ PRIVATE. The wellness area is open Thu-Sun from 10 am to 2 pm and 4 pm to 8 pm. In order to reduce the number of people at the SO/ Spa, time slots have to be booked in advance for treatments, massages and sauna. Requests outside the stated opening hours can be granted at any time with a 24 h notice.



## SO/ MEETING & EVENTS

The capacity of delegates in all meeting rooms is calculated with at least 1m between every seat.

Disinfection station are available throughout the entire meeting space.

A special safety & prevention concept will be elaborated for each event.



**Find out more about Accor's Allsafe label by clicking the following link:**

[ALL SAFE](#)

All measures are updated on a regular basis and adhere to the regulations given by the Austrian government.

Latest update: June 2021

# SO/VIENNA

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