

VIVAMAYR

VIVAMAYR COVID-19 POLICY

Our immune system plays an essential role in protecting ourselves from diseases. VIVAMAYR focuses on improving gut health, which is where 75% of our immune system is located. Especially during this ongoing COVID-19 pandemic, health has top priority.

As we welcome you back, we are committed to providing you with a safe environment that aligns with government measures to defeat COVID-19.

To make sure that you can spend your time at VIVAMAYR as carefree as possible, we have been working together with internal and external experts over the last few weeks on comprehensive measures and safety precautions for our hotel to contain the coronavirus.

Guests must bring their negative COVID-19 test (PCR), which shall not be older than 4 days. In addition to that, we provide inhouse testing. In the event of any suspected cases an isolation protocol will be in place.

All staff members will undergo an antibody test one week prior to returning to work.

Strict health and hygiene standards will be in place during your stay to ensure the safety and well-being of our guests and our team.

We use hospital-grade cleaning products and protocols. All public areas are cleaned in an increased frequency. All check-out rooms will be thoroughly disinfected. We have implemented enhanced food safety and hygiene protocols for our restaurant. All employees are being trained to raise awareness of COVID-19 measures. Protective masks are worn by all our staff with guest contact. Signage in public spaces will remind our guests to maintain social distancing. The amount of hand sanitizing stations has been increased in the entire building.

The spacious medical centers of VIVAMAYR Maria Wörth and VIVAMAYR Altaussee with a surface between 6,000 and 8,000 sqm will ensure enough flexibility for moving around freely and safely. Our guests from all around the world have been able to get used to the new rules of social distancing and personal hygiene standards. By following all necessary rules and protocols we can now create an environment to ensure safety and well-being for guests and team members alike.

Due to the current travel conditions we would like to offer our guests more flexibility. All bookings for 2020 can be amended or cancelled free of charge until 24 hours prior to arrival.

We want every VIVAMAYR guest and team member to feel confident that each aspect of our commitment is designed with safety and wellbeing in mind.