



VILLA STEPHANIE
BADEN-BADEN

VILLA STEPHANIE COVID-19 POLICY

Villa Stéphanie is closely monitoring the Covid-19 epidemic. Our foremost priority is the health and comfort of our guests and team members.

In addition to the implementation of new hygiene and safety measures, we have developed specific protocols in strict compliance with the guidelines of the state government of Baden-Württemberg to make your stay with us safe and secure. We thank you in advance for your understanding and support.

Transport

- Greeting at the airport or at the desired pick-up point by one of our drivers wearing a mask.
- Our vehicles are disinfected with virucide after each use.

Guest and hotelier safety

- Employees are tested for antibodies and will have their temperature taken at the start of work.
- A mouth and nose protector must be worn in the public areas of the hotel, children over the age of six must carry a mouth-nose cover.
- In addition to thorough airing, ionizing units permanently clean the air in public rooms.
- Hydroalcoholic gel distributors are displayed throughout hotel.
- Installation of 2 m high partition walls made of safety glass at the reception counters.
- All contact surfaces in the hotel are subject to an increased and documented cleaning frequency.

Spa

- Implementation of a comprehensive hygiene concept in consultation with our medical care partners.

Cleaning and hygiene

- Obligatory training of the current hygiene requirements for all employees.
- Constant wiping disinfection of all hand contact surfaces with a virucide.
- Strict hygiene protocols for cleaning and disinfection in accordance with official regulations.
- Disinfectants and cleaning cloths are available in the rooms.
- Strict sanitation protocols for cleaning and disinfection.
- Use of ozone devices in the rooms before arrival to ensure optimal hygiene protection.
- Our long-time chambermaids are assigned to each floor.

Restaurant

- At Le Salon a mask and nose protection is obligatory, except at ones own table.
- The distance between the individual tables is 1,5 metres.
- Room service without service charge.