

OCÉANO COVID-19 POLICY

Arrival & Stay

- Please understand that a hotel stay with us can only take place if you do not have Covid similar symptoms and have not been in contact with COVID-19 cases in the last 14 days. A free cancellation is possible.
- Please bring sufficient personal mouth-nose protection for your stay and wear it in public areas.
- Please keep the distance of 2.0 meters from other guests and staff and observe the general basic hygiene rules.
- At the first signs of illness, please stay in your room and inform us.
- Our employees are tested before the company reopens and are instructed to work in the hotel only in full health. In public areas, they wear mouth-nose protection.
- The whole hotel has been and is constantly being thoroughly disinfected. Disinfection dispensers are installed at busy points in the house - please use them regularly.
- The Check-In is designed contactless as far as possible.
- Utility items such as ballpoint pens, credit cards, room keys, etc. are immediately disinfected before and after use.
- Use of the lifts please only alone or with the person who lives in the same room – do not drive together with strangers.
- If possible, please pay by debit or credit card.
- Fewer guests in the hotel - we will not allocate all rooms. This means more silence and more distance.

Housekeeping

- Furthermore, the guidelines of our HACCP concept are the basis of our work.
- After each cleaning of a hotel room, the disposable gloves are disposed.
- The so far thorough disinfection of the rooms has been adapted to the new circumstances.
- Room cleaning is always done in the absence of guests.

Sport & Recreation

- Yoga, meditation and our activity program are possible individual or are handled in small groups up to 8 people. Depending on the weather in- or outdoors.
- Individual leisure activities are possible without restrictions: Short and long hikes start (with/without transfer) directly from OCEANO.
- Swimming in the public seawater pool is possible. The natural pool is cleaned and disinfected several times a day; during cleaning, access is not permitted.

Restaurant & Service

- During breakfast and dinner we accompany you to the table.
- Our breakfast buffet is not set up as usual; many components are served directly at the table according to your choice.
- In the evening we offer several dinner times depending on occupancy (6.30 p.m and 8.00 p.m.). The 3-course menu is served as usual and according to your choice by our service personnel.
- The tables in the restaurant are at least 2.0 m apart, good ventilation in the premises is provided.
- Service staff wear masks and gloves.
- Room service is only possible up to the room door. Please place orders 8 hours in advance!

Spa & F. X. Mayr Center

- Massages, cosmetics, treatments, therapies and personal trainings can be booked as usual. The hygiene measures for cosmetic studios apply here. These take place in compliance with regulatory security requirements.
- The large sunbathing lawn is available without restriction.
- Large towels are provided to cover the resting areas.
- Our pools can be used with a minimum distance of 2.0 m.
- Use of the Thalasso Pool is only possible individually and with prior reservation.
- The Center of Healthy Motion including fitness area is open.
- Our sauna can be used with a minimum distance of 2.0 m. Prior reservation is requested! Unfortunately, the steam baths must remain closed.
- In wet rooms (showers, toilets, sauna) as well as in the outdoor area a mask is not required. A distance of at least 2.0 m from other persons must be observed at any time.

The legal regulations can change at any time! We adapt our measures accordingly. Status: July 2020