



HOTEL
MILLE STELLE

DEAR GUESTS,

Currently, we may only welcome you, your guests, customers, or employees if the trip is business related or undertaken due to a hardship. However, stays with us are still somewhat restricted. To keep us all safe, we have had to further reduce face-to-face contact. This means, in particular, limited reception and room service.

Here's how we make a largely contactless stay possible for you:

- Convenient check-in and key retrieval via our terminal near the entrance
- Payment at the terminal using an EC or credit card (invoice to be sent by e-mail if required)
- Cost transfer or advance payment possible by arrangement
- In case of problems with the terminal, we can be reached 24/7 by calling the displayed hotline number
- Your room will be extensively cleaned and disinfected before you arrive



What we do to ensure your safety and ours:

- We follow the guidelines and recommendations of the authorities and the Robert Koch Institute
- To support hand hygiene, we provide additional, contactless sanitizer dispensers
- Regular disinfection of exposed surfaces such as door handles, handrails, card terminals, and elevator buttons with antibacterial/antiviral liquids
- Compliance with the 5-foot social distancing rule and obligation to wear face masks



Additional safety precautions introduced by us:

- Our team members wear appropriate clothing and aprons in and near the guest rooms
- Additional cleaning routines, such as disinfection of the rooms
- Contactless hand hygiene dispensers with hand sanitizer on each floor

Here are some safety precautions that anyone can take:

- Frequently wash your hands
- Have hand sanitizer readily available
- Avoid unnecessary hand contact/maintain a minimum social distance of 5 feet
- Avoid touching your mouth, eyes, or nose
- Make card payments instead of using cash
- Use the contactless check-in option via the terminal at the entrance

Thank you for taking note of this information and for your help in the fight against COVID-19!

The Hotel Mille Stelle Team

Hotel Mille Stelle G2

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