



**SCHLOSS**  
FLEESESEE



**FEEL GOOD.**

**STAY SAFE.**



## FEEL GOOD. STAY SAFE.

### DEAR GUEST,

A stay in Schloss Fleesensee means switching off, recharging your batteries, enjoying special moments, and SEEING THE WORLD IN A DIFFERENT LIGHT. A world that redefines luxury and creates moments that will be remembered forever. Leave the stress and thoughts of this unfamiliar situation behind and enjoy a well-deserved escape. Experience the special care, attention and extraordinary service that you deserve - because your well-being is our top priority.

Our promise to you is a carefree stay, a break from everyday life, and a place where you want to return again and again. With our FEEL GOOD. STAY SAFE. program we would like to inform you about the measures and precautions that we have put in place before your arrival regarding your health and safety. As soon as you book, feel confident that there will be no need to worry about anything and look forward to enjoying a relaxing holiday.

## ONE SEAL. ONE FEELING. SAFETY.



### OUR PLEDGE

We will do everything to guarantee you a safe and carefree stay in our resort.

Our FEEL GOOD. STAY SAFE. pledge symbolises our commitment to your health and safety and our high hygiene standards. See the symbol and feel safe.

## FEEL GOOD. STAY SAFE.

### PUBLIC AREAS

The positioning of furniture in all areas has been checked to ensure that safety distances are maintained.

### SANITISING

Hand sanitisers are always available for you in all public areas.

### DISTANCE

We keep a minimum distance of 1,5 to 2 metres when talking and interacting with you.

## ARRIVAL.

### MASKS AND GLOVES

You may see our team members wearing masks and gloves. This is for your and their safety. We would be happy to provide you with masks upon request.

### SANITISING STATION

Hand sanitiser is available at the entrance of the hotel and will be clearly visible for you.

### PRIVATE TRANSFER

For your private transfer we pay attention to the following: No shaking hands upon arrival and greeting, instead we welcome you with shining eyes and a warm smile. We offer you sanitising wipes as well as masks and hand sanitiser. Your driver will also wear a mask and gloves. The car will be cleaned and sanitised after every journey.

### ARRIVAL

The unpacking and packing service will not be available. This is to ensure a safe distance is always kept from you and your belongings. Front doors, handles and windows are cleaned with sanitiser by our team on a regular basis.

## FRONT OFFICE. ROOMING.

### MASKS AND GLOVES

You may see our team members wearing masks and gloves. This is for your and their safety. We would be happy to provide you with masks upon request.

### SANITISING STATIONS

Hand sanitisers are available for you at the reception and in every other public area.

### FRONT DESK

Our front desk is sanitised before and after each guest.

### PENS

You are welcome to use our pens and writing materials. These will be sanitised and replaced after every use.

### KEY CARDS AND KEYS

Key cards and normal keys are thoroughly sanitised before being handed out to you.

### ROOMING

If you would like one of our team members to show you to your room, they will wear a mask and gloves. They will always maintain a safe distance with you and your personal belongings.

### CARD SCANNER & PAYMENT

Our credit card scanner accepts contactless card payment and is sanitised prior and after every use.



### PLEASE DO NOT ENTER MY SUITE

During check-in, you will have the option to request a „Please do not enter my suite“ - sign.

When you opt for this, all interactions with you such as baggage collection, Home Delivery, laundry pick-up and delivery, handing over towels and amenities, will take place at your room door. Rest assured that you will continue to receive our extraordinary standards.

### FEELING UNWELL DURING YOUR STAY?

Our team is available at any time of the day and night to assist you if you should feel unwell.

Ask for our „Feeling unwell“ - card during check-in.



## PUBLIC AREAS.

### SANITISING STATIONS

Hand sanitiser is available for you in all public areas of the hotel.

### CLEANING OF THE PUBLIC AREAS

The public areas are cleaned on a frequent basis as well as overnight. We pay particular attention to critical areas such as elevator buttons, handrails, furniture and armrest. We ask for your patience and understanding whilst these areas are being cleaned during the daytime.

### WASHROOMS

The public area washrooms are cleaned on a regular basis. Our cleaning schedules are available for you.

### DISPOSABLE TOWELS

For hygienic reasons we offer you disposable towels.

### ELEVATORS

The interior of the elevators are cleaned on a regular basis. The elevator buttons, inside and outside the elevator, are cleaned and sanitised on a regular basis by our personnel.

### HANDRAILS

Handrails are cleaned on a regular basis.

## ROOMS & HOUSEKEEPING. LAUNDRY.

### CLEANING WITH HIGHEST STANDARDS

Housekeeping takes place according to the highest hygiene standards. Your room is thoroughly ventilated, cleaned and above all sanitised before your arrival.

Our pledge FEEL GOOD. STAY SAFE. represents our thorough cleaning and sanitising protocol.

## RESTAURANTS & BARS.

### GLOVES & MASKS

You may see our team members wearing masks and gloves. This is for your and their safety. We would be happy to provide you with masks on request.

### SANITISING STATION

Hand sanitisers are available for you in all our restaurants and bars.

### SAFETY DISTANCES

We ensure that there is a safe distance kept between the tables and chairs at all times.

### TABLE PLACEMENT

Whenever possible, we are not placing more than 4 persons on an area of 10 sq m.

### CLEANING

After each guest, chairs, tables, salt and pepper mills and all other objects get thoroughly sanitised.

### CREDIT CARD SCANNER & PAYMENT

Contactless payment is available in all of our restaurants and bars. The card machine is carefully cleaned and sanitised after every use.

### IN-ROOM DINING OPTION

You can enjoy breakfast, lunch or dinner in the comfort of your suite or room by ordering from our in-room dining menu.

### BREAKFAST & DINNER

You can enjoy a rich breakfast and delicious dinner in our restaurants. At the moment there will be no self service in our outlets. A member of our team will be on hand to assist you with your selection.

## SPA & FITNESS.

### MASSAGES & TREATMENTS

Please book your massages and beauty treatments in advance. We ask our guests to use a mouth and nose protection by entering the Spa area.

### SPA AREAS

Please notice that the saunas, fitness and solarium are closed at the moment.





**THANK YOU  
VERY MUCH.**



**NOW, WE ASK YOU  
TO ENJOY YOUR STAY  
WITH US AND FEEL  
WELCOME.**

Harald Schmitt  
**HOTELDIREKTOR**



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