

Relaxation in safety

Protection plan for the re-opening of the thermal spas of the Kannewischer Collection

The health and safety of our guests is our highest priority. This protection plan is intended to show how we intend to re-open our thermal spa. Our protection plan is based on our long-standing quality strategy and the recommendations of the relevant professional associations (IAKS Germany, European Waterpark Association e.V., Deutsche Gesellschaft für das Badewesen e.V., Deutscher Sauna-Bund).

Employee protection

- Plexiglas sneeze guards at all tills
- Sanitisers & opportunities to wash hands at all workplaces
- Masks obligatory for all employees in the user area
- Distancing rules with regard to users and work colleagues
- Division of employees into distinct work groups to reduce contacts
- Staggered breaks for employees

User protection

In general

- No admittance to the spa for users and employees with symptoms of colds
- Sanitiser dispensers in places where there is no immediate opportunity to wash hands (entrance, spa and sauna areas)
- Notices are posted to inform guests of the required user rules and protection measures
- Limitation of the number of visitors to a maximum of 2/3 of the existing lockers
- Reinforcement of the day cleaning team: shortened cleaning cycles and ongoing disinfection of surfaces with hand contact (door handles, handrails etc.)
- The spa is thoroughly cleaned and disinfected every night. We have always invested heavily in the field of cleanliness and hygiene. This is anchored in our company philosophy: only in immaculately clean and hygienic conditions can users relax.
- Our employees are trained in this protection plan as well as the general rules of distancing and hygiene.

Entrance area

- Distance markings 1.5 metres apart in the queuing area
- Cashless payment preferred
- Cash is only accepted without direct contact
- Disinfection of the chip wristbands after each use

Spa & sauna:

- The strict legal requirements in the German-speaking countries ensure that all viruses and bacteria are eliminated from the pool water with the aid of disinfectant. We meet these legal requirements at the very least and surpass many of them. Our water values are continuously measured automatically and are measured manually 2-3 times a day as well. Infection from the water is thus excluded.
The Federal Environment Agency states in an announcement of 12 March 2020 that coronaviruses “are easier to inactivate by disinfection procedures than noroviruses or adenoviruses”.
- 1.5 metre distance between the loungers. The number of loungers is reduced accordingly.
- Limitation of the number of persons per sauna
- Steam baths, brine inhalation and the caldarium will initially remain closed. (Due to the lower temperatures, the experts cannot agree on whether the viruses are killed).
- No additional services (fruit platter, crushed ice, salt peeling) are provided.
- Water gymnastics and other courses are only held if a distance of 1.5 metres between persons is ensured.
- During infusions the air is not wafted and the maximum number of people is limited.
- All our areas have air conditioning systems with filters whose high efficiency reduces the risk of infection.
- Users must always sit or recline on towels.

Food & drink

- 1.5 metre distance between tables
- In the self-service area, only packaged drinks and foods may be taken. Unpackaged food and drink are handed out by staff.
- 2 persons maximum at each table (excepting families)

Wellness & physiotherapy

Massages and physiotherapy are only available when this is permitted again in regular physiotherapy practices.

- Masks obligatory for users and employees
- Distance markings in queuing area
- Reduction in the number of users present at any one time to ensure compliance with the minimum distances
- Treatment couches and equipment are disinfected after each treatment.
- Blankets and towels are replaced after each treatment.

Fitness

- Hands must be thoroughly washed and sanitised before and after training.
- Distances between items of equipment are increased to 1.5 metres. Where this is not possible, individual items can be deactivated.
- Reduce the number of users in the fitness area.
- As always, sufficient sanitiser/disinfectant is made available.
- Courses are only held if a distance of 1.5 metres between persons is ensured. The number of participants per course is reduced accordingly.
- Mats and training equipment may only be used when fully covered with towels and are disinfected after use.

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