

Our Hygiene-Promise at the Crowne Plaza Berlin City Centre

Here you can find an overview of our new hygiene concept:

In order to ensure that our guests and staff are as well protected as possible, we have drastically increased our on property safety and hygiene measures.

Alongside our commitment to the 'IHG Clean Promise' programme from the InterContinental Hotels Group, we have introduced our own comprehensive set of standards which provide a safe living and working environment for both our guests and employees.

Meetings & Events

- Modified seating plans in compliance with the current legal regulations
- Our chefs individually serve food and refreshments during lunch and coffee breaks
- A signage system ensures distancing and a safe flow of participants between meetings

Hygiene-Officer

- A specially appointed member of staff, our Hygiene-Officer is on site at the event and ensures that all safety measures are carried out correctly and effectively

Public Spaces

- Hand sanitizer stations throughout the venue
- Max. two guests per elevator
- Allocated entrances and exits
- Automatic doors at main entrance and parking garage

Reception

- Floor markings ensure distancing
- Plexiglass guards on reception
- Keycards sanitized between use
- Invoices sent via E-Mail
- Increased frequency of cleaning and disinfection

Food & Beverage

- Staggered reservations in restaurant
- Digital menus (QR Code)
- Electronic/Contactless payment

Sustainability

- Staff are each provided with several cotton masks which can be washed and reused
- Reduction of printed materials such as hotel prospects and menus which are instead digital

Housekeeping

- Each room will remain vacant for at least 48 hrs following the departure of the previous guest
- To minimise contact, rooms will be serviced every three days. Laundry changed upon request
- Thermal disinfection of fabrics
- Rooms will be cleaned with antiviral products

Pool & Sauna

- For the protection of our guests, our wellness areas will remain closed until further notice

Behind the Curtains

- Code of Conduct
- Mandatory training for employees entitled 'Work safety during a pandemic (SARS-CoV-2)'
- Certified by TÜV Süd (German standards association)

Suppliers & Contractors

- The use of external employees and contractors has been reduced to a minimum
- Deliveries and acceptance of goods are contactless