



Dear guests,

Your health, welfare and safety are paramount for us when you stay at the Best Western Queens Hotel Niefern. Noting that the news is dominated by Coronavirus, we wanted to reach out and let you know that we have asked our hotels to implement increased guest room and hotel common area cleaning protocols and processes. We want you to stay healthy.

Therefore, we have once again strengthened our already very strict cleanliness and hygiene regulations:



Regular cleaning and disinfection of public areas according to tested hygiene regulations



Intensive hygiene measures when cleaning the guest rooms after each stay, as well as sealing open areas for intensive cleaning e.g. Mattresses and remote control encasings



Regular intensive cleaning of contact surfaces such as key cards, door handles, elevator buttons, light switches etc.



Enlarging the spaces between seats and tables to ensure a minimum distance



In all public areas (lobby, public toilets, etc.) dispensers with virus-suitable disinfectants are available



Protection in public hotel areas with spacers, plexiglass walls and protective masks for all employees



Mask requirement for the general guests of the breakfast buffet. Disposable gloves are provided to hotel guests and must be used when using the buffet.

Thank you for your trust. We are confident that we can master this challenge together and wish you lots of strength and health.

Your Best Western Queens Hotel-Team