

SO/VIENNA

WE CARE FOR YOUR HEALTH & SAFENESS

The Wellbeing, Health and Security of all Guest and Heartists are our highest priority. With reference to the Austrian government hygiene restrictions and safety guidelines we created the SO/protected program to ensure the highest level of protection combined with luxury service standards.

The very spacious design of all public areas and the restaurant DAS LOFT as well as the pure and clean inventory of all hotel rooms guarantee all guests a lot of privacy and distance.



SO/ WELCOME

Guests (including children above 6 years) must show upon check-in either a negative Covid-19 test result or a proof of vaccination or recovery from an infection in the past. This applies also for visits to our restaurant and bar as well as to the spa area. Guests need to have their certificate available at all times during their stay at the hotel.

Our hotel also offers the opportunity on site to get a certified antigen-test result which is valid for 48 hours. For more information or to book a test appointment please contact our SO/ Welcome Desk.

SO/safe Check In/ & Check Out points at the lobby give every guest the opportunity to be welcomed in a safe, relaxed and undisturbed way. Alternatively, we offer a fast & easy online Check In.

SO/ Good bye can be easily done via Fast Check Out and the key card can just be dropped in the keycard box when leaving the hotel.

We are offering several disinfection points within the public areas of the hotel. We invite you to use them as often as possible.

All surfaces in public areas are disinfected every two hours by the SO/ Neat & Tidy department.



ACCOMODATION

For your safety & protection we upgraded the in-room amenities in the HIS&HER boxes to include a mask and hand sanitizer for every guest in the room.

SO/PRIVATE gives you the opportunity to stay completely private in your hotel room during your stay.

The SO/ Neat & Tidy colleagues offer all services on request and guarantee you that nobody will enter your room if you don't wish.

All hotel rooms go through a certified disinfection process before arrival and after departure.



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RESTAURANTS & BARS

Das LOFT Restaurant & Bar with its wide, open and spacious layout provides every guest plenty of private space.

Upon arrival at Das LOFT also external guests who do not stay at the hotel need to show a negative test result or proof of vaccination or recovery from an infection in the past. This applies to all persons above 6 years. Please note that self-tests made at home do not qualify for entry. Guests also need to register themselves with their data using a QR code.

Das LOFT operates during its normal opening times until 10:30 pm for the restaurant and until 2 am for the bar.

SO/ SPA

The SO/ Spa is open daily from 12:30 pm to 9 pm.

Our Fitness area is again available for you to exercise 24/7.

External guests from outside the hotel have to show a negative test result or proof of vaccination or recovery from an infection in the past.



SO/ MEETING & EVENTS

For groups the hotel can organise a Covid-19 test for the participants to take place on site before the event.

Disinfection stations are available throughout the entire meeting space.

A special safety & prevention concept will be elaborated for each event.



Find out more about Accor's Allsafe label by clicking the following link:

[ALL SAFE](#)

All measures are updated on a regular basis and adhere to the regulations given by the Austrian government.

Latest update: June 2021

SO/VIENNA

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