

Protection- and hygiene concept

Harz Escape

To protect our customers and employees from the spread of the COVID-19 virus, we undertake to adhere to the following infection protection principles and hygiene rules.

Our contact person for infection and hygiene protection

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The general rules:

All participants in a team come from the same reference group (households, families, colleagues, classmates, club members, etc.). This ensures that only teams who are in contact with one another outside of our gaming operations can come to us. No teams are mixed.

1. Measures to ensure the minimum distance of 1.5 meters

Each team is looked after by one of our employees. The employee was instructed to keep a distance of at least 1.5 meters from each team member at all times. In cases where the minimum distance cannot be safely maintained, we provide mouth and nose covers for our employees.

2. Control and regulation of employee and customer traffic

The offers in our escape rooms (duration: 1 hour) start every 2 hours, so we ensure that the individual teams do not meet. During the game, a team has no contact with other teams.

Participation in our games requires prior booking. Spontaneous visits or walk-in customers are not possible or will be turned away before entering our business premises. This prevents different teams from meeting.

A team consists of a maximum of 5 people. This limit may only be exceeded if the games take place outside. The maximum number of participants for the outdoor game is specified by the current ordinance of the state of Saxony-Anhalt.

3. Documentation of the participants

The contact details of the person responsible for each booking are recorded via the online booking tool or when booking by telephone. On site, all participants must provide their contact details (first/last name, address) in a separate document. This ensures that the participants' contacts can be tracked.

4. Mouth and nose coverings

The customers undertake to wear a mouth and nose cover in the reception area as well as on the way to the toilet or to the escape rooms. Mouth and nose covers must be brought by the customer. Employees are provided with personal mouth and nose covers and instructed in their use and regular cleaning. The protective equipment provided is not to be used outside of the business premises.

5. Instructions for action in suspected cases

In the case of relevant and obvious symptoms of illness, the person concerned must stay away from the company and may not take part in the game. Employees with corresponding symptoms or justified assumption of an infection are instructed to stay away from the business premises and seek appropriate medical help.

6. Hand hygiene

All customers undertake to wash their hands before and after staying in the escape rooms. Soap, disinfectants and disposable paper towels are available in sufficient quantities to clean your hands.

7. Regular cleaning of the escape rooms and contact areas

After each game, the rooms are cleaned with surface disinfectant before a new team enters the room. In addition, all other contact surfaces such as door handles are cleaned every day.

8. Cashless payment

Payment on site is only possible by debit or credit card. The payment option "cash payment" will not be offered until further notice.

9. Information signs

An information board for all customers will be installed at the entrance. This board contains all the important information that our customers must observe.



10. Instruction of employees and active communication

This document will be sent to all employees by e-mail with the note that these regulations are to be regarded as work instructions for the time being. Compliance with the measures is binding. Disregard or violation of the measures described can have consequences under labor law.

Place, Date

Signature - Owner