



# **Protection- and hygiene concept**

## **Harz Escape**

To protect our customers and employees 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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### **1. Control and regulation of employee and customer traffic**

Participation in our games requires prior booking. Spontaneous visits or walk-in customers are not possible. This limits the maximum number of customers on our premises.

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.

A team consists of a maximum of 5 people. This limit may only be exceeded if the games take place outside.

### **2. 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. This ensures that the participants' contacts can be tracked in cases of an infection.

### **3. 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.

#### **4. Hand hygiene**

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

#### **5. Cleaning of the rooms and contact areas**

The whole premise (escape rooms, reception, toilets) is cleaned and treated with surface disinfectant on a regular basis by our employees.

#### **6. Instruction of employees and active communication**

All employees will be informed of these regulations which are to be regarded as work instructions. Compliance with the measures is binding. Disregard or violation of the measures described can have consequences under labor law.

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Place, Date

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Signature - Owner