

Dear guests,

the time has finally come – we are allowed to welcome you again!

Following we have listed all informations appropriate to the official guidelines in bavaria relating to SARS-CoV-2-virus, which are important for your stay:

GENERAL / IMPORTANT:

- → In all public areas in the hotel persons from 15 years on must please wear a FFP2-mask please (children from 6 - 14 years only need a normal face mask) ←
- For the protection of our guests and staff we ask you to please observe the minimum distance of 1,5 meters between staff, guests and persons travelling together in all public areas.
- During check-in und check-out or while talking to our reception staff a perspex distance protection ensures your extra security (therefore wearing a face mask for our reception staff is not necessary)
- All employees are briefed in the current hygiene regulations and are provided with self-tests by us

BEFORE ARRIVAL:

- A stay in our hotel is only possible symptom-free or with clean health status. Persons, which had contact to COVID 19-infected persons during the last 14 days and persons with unspecific general symptoms are excluded from the visit of the hotel.
- In case of illness or disease symptoms before arrival we beg you to please cancel your reservation

At the moment we offer you our special booking guarantee: "All bookings can be cancelled free of charge until 6 p.m. on the day of arrival" (except reservations during exhibition times)

OBLIGATION TO TEST:

The following applies for all guests from 6 years on - irrelevant whether you are a business- or private traveler:

- You have to show a certified negative PCR-test (not older than 24h) or a foreign substance test (not older than 24h) at arrival (as per law change from 07.06.2021) (This is effective at an incidence under <50)
- These tests can be replaced by a complete COVID-19 vaccination (completely vaccinated + 14 days after the 2. vaccination) or a certificate of recovery (positive PCR-result, which is at least 28 days and not more than 6 months old)
- Please make sure (as far as possible), that you are already tested when you arrive at our hotel, because self tests may cause long waiting periods at check-in
- Children under 6 years are exempted from the obligation to test.
- If the incidence is between 50 and 100 additionally the following is valid: every 48 hours you must perform a foreign substance test in a test center and show it at reception please

Except fully vaccinated people (+ 14 days after the 2. vaccination) or recovered persons with a positive PCR-results (at least 28 days and not more than 6 months old)

It's basically effective, that the guest is liable to the hotel for his test certificates.

The specific verification documents (vaccination certificate, test result etc.) must be shown at check-in and confirmed by signature.

CHECK-IN / CHECK-OUT:

- Please disinfect your hands at the entrance
- We request, to please wear your FFP2-mask already at arrival
- Please observe the minimum distance of 1,5 meters between you and waiting guests
- Please hold the necessary verification documents (Vaccination certificate, test result etc.) ready
- Please use cashless payment as far as possible

HYGIENE:

- Regular cleaning and disinfection of all public areas according to our hygiene concept.
- Intensified hygiene measures when cleaning the guest rooms after every departure
- Intensive cleaning of contact surfaces like door handles, light switches, elevator buttons, room keys etc.
- Observance of the minimum distance for seats and tables at the bar, lobby and breakfast restaurant
- At every entrances and public areas are disinfectant dispensers for you
- Please use the elevator on your own or only with persons without contact restriction
- Please use mainly the toilets on your rooms
- Our staff certainly wears medical face masks and disinfects and cleans their hands regularly (Hotel staff is allowed to wear medical masks. Our reception staff need not wear masks, because of the perspex distance protection)

BREAKFAST:

- We serve our breakfast buffet daily from 6:00-10:00 a.m.
- At the table you need not wear your mask
- Please use the disposable gloves which we prepared for you, when you help yourself the buffet
- Only people are allowed to sit together, where in relation to each other the general contact restriction does not apply
- With pleasure we pack your breakfast also to take-away

LIVING:

- All guest rooms will only be occupied by people, who live in one household or are allowed to get in contact to each other according to the current valid infection protection law
- To minimize the points of contact we only clean exposed areas in your room
- If you don't want your room cleaned daily for the reduction of contacts, please inform us or place the "Do not disturb"-sign at your room door.

In case you have any further questions please do not hesitate to contact our reception.

We are gladly accessible by phone, e-mail or WhatsApp.

Thank you very much for your understanding and concession.

Please stay healthy!

