

Dear guests,

we are pleased to welcome you.

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 16 years on must please wear a FFP2-mask please (children from 6 – 15 years only need a medical mask) <
- For the protection of our guests and staff we recommend to please observe the minimum distance of 1,5 meters between staff, guests and persons not 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
- All employees are vaccinated and briefed in the current hygiene regulations

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:

At the moment "level red" of the hospital-traffic lights applies in Bavaria.

For all guests the following applies:

"2G" – this means:

• Only people who are vaccinated or recovered are allowed to stay in our hotel

Exemptions for occupational travellers: not vaccinated or recovered guests are able to gain access for absolutely necessary and not to be delayed non-touristic accommodation stays. These guests have to show a negative PCR-test (not older than 48h) at check-in and also every 72 hours

Children under 12 years and pupils under 18 years, which are tested regularly at school, are exempted to make a test. (Please bring along a proof of age, a student id card etc.)

- You please need to show a vaccination certificate for your COVID-19 vaccination (completely vaccinated + 15 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) together with your identity card
- If you may not be vaccinated for medical reasons you need a medical certificate from your doctor and additional a negative PCR-test (not older than 48h). And every 72 hours you have to show a new PCR-test at reception please.

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

CHECK-IN / CHECK-OUT:

- Please disinfect your hands at the entrance
- We recommend to please wear a FFP2 face mask already at arrival
- We recommend to please observe the minimum distance of 1,5 meters between you and waiting guests
- Please hold the necessary verification documents (Vaccination certificate, identity card 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.
- 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 face masks and disinfects and cleans their hands regularly

(for the staff medical face masks are allowed; the receptions staff needs no mask, because of the perspex distance protection)

BREAKFAST:

• We serve our breakfast buffet daily from 6:00-10:00 a.m.

• With pleasure we pack your breakfast also to take-away

LIVING:

- 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!

