

## *Welcome to the Fürstenhof!*

### **Our covid protection concept for you!**

Our employees have been trained and regularly tested according to the requirements of the applicable Corona Control Ordinance of the State of Rhineland-Palatinate. The instructions are constantly updated.

### **Dear guests, please note that you are required to have a vaccination or test certificate.**

- Negative antigen tests (max. 24 hours old)
- Negative PCR tests (max. 48h old)
- Vaccination certificate (from the 14th day after full vaccination)
- Proof of recovery (valid up to a maximum of 6 months after illness)

**For stays that go beyond the validity of the negative test submitted, we ask you to renew the test after two days. (Possible at the hotel)**



#### **Arrival:**



- It will make it easier for you and us to check-in if you give us your full address and the names of all persons traveling with us before you start your journey. This saves a lot of time at check-in.



- Please observe the country-specific regulations. We will be happy to provide you with information over the phone



- Please travel with a face mask, taking into account the length of your stay. If necessary, you can also purchase these protective masks at the reception.



#### **Check in:**



- Please put on the protective mask and have your vaccination, convalescence or negative test ready before you enter the hotel.

- There are distance markings on the floor for general safety



- Everything that the reception team gives you is thoroughly disinfected.



#### **In the room:**



- our booked room was cleaned and disinfected according to strict requirements.

- During the daily cleaning of the rooms, we use a surface disinfectant with proven effectiveness to wipe all (hand contact) surfaces (e.g. bedside table, wet areas, door handles)



- We use antiviral detergents as standard.



- Our room service keeps a respectful distance and only cleans your room when you are not present



### Restaurant:



- Our service is there for you with the usual cordiality, but our employees will keep a safe distance.
- As we currently do not have the full capacity of seats available, we recommend reserving a table for dinner before arrival if you have not booked half board. It is possible to book half-board until 3:00 p.m. every day.
- If the occupancy rate is higher, we will offer breakfast and dinner in two service times.



### Public areas:



- Depending on official instructions, you may not be able to use some of the premises as usual. You will find disinfectant dispensers for your hands in all areas.



### Wellness area:



- The use of our Glauber's salt thermal bath and the Finnish sauna is possible. Please pay attention to a maximum of 10 people in the swimming pool and 5 in the sauna.
- The beauty and spa department as well as the institute for naturopathy offer you extensive wellness treatments under strict hygiene guidelines.
- Please note that masks must be worn for services that are close to the body. If this is not possible, you need a negative rapid test (possible in-house), which must not be older than 24 hours.



### Departure:

- To make the day of departure more relaxed, you are welcome to pay the evening before.
- If you suffer from the typical symptoms 3-5 days after your departure, please contact us by phone.



### Your health is important to us

If you feel a fever, cough, no sense of taste and / or body aches before arrival or on the day of arrival, we ask you not to travel for the protection of all guests and employees in our house. In the current times, we always recommend taking out travel cancellation insurance before arrival and knowing the cancellation conditions for this. We have also adjusted our cancellation conditions accordingly so that you can rebook your booking at short notice free of charge in the event of illness.

If you get any corona symptoms during your stay in our house, please report this to us immediately.

Do you have any further questions? We would be happy to answer them.

Dear guests,

We are all very happy that we can now welcome you back to the Fürstenhof and look forward to your visit. It is important to us to make your stay at the Fürstenhof as pleasant and safe as possible.

*Sincerely your Fürstenhof team*