

Welcome to the B&O Parkhotel -
We are very happy to see you again.

Our highest priority remains your health, as well as the health of all our employees.

We developed the following hygienic precautions in order to be a prudent host for you. With the information and recommendations below, we wish to ensure that you have an enjoyable, safe and carefree stay at the B&O Parkhotel.

**Please don't hesitate to contact us with any queries or concerns – we value a personal conversation.
Our trained staff will be happy to assist you.**

Please think of others

We would like to inform you that the following legal requirements must be met by you in order to arrive:

- **Access restriction 3G** applies. Only those who can present proof of final vaccination or recovered status (in accordance with legal requirements) or a current negative corona test (PCR test carried out max. 48 hours ago, PoC antigen test carried out max. 24 hours ago) are permitted to access the premises. In this context, we are also obliged to carry out identity checks. Children and students up to 14 years of age are excluded.

Also excluded from admission are:

- Persons with proven SARS-CoV-2 infection.
- Persons who are subject to quarantine measures
- Individuals with COVID-19 associated symptoms (acute, non-specific general symptoms, fever, loss of smell and taste, respiratory symptoms of any severity).

Please note that we are **legally required** to deny access to our premises if you do not meet the aforementioned requirements.

The following measures are designed to protect you and our team:

Reservation, reception desk, check-in and check-out

The reception desk is open daily, from 6.30 am to 11.00 pm.

- Admission of the complete guest data in advance, upon arrival, only a signature is required
- Disinfection of keycards and of desk utensils
- We prefer cashless payments, if at all possible

Public areas

Signs with hygiene rules and regulations have been posted to remind all guests of proper behavior.

- Parking situation: Three areas of parking provide ample parking opportunities.
- Inside all buildings a FFP2-Mask is obligatory for all guests from 6 years of age
- Recommended minimum distance to other people is 1,5 meters (5 feet); reminders are placed in areas of a high guest frequency
- Disinfectant dispensers in public areas
- Tight intervals of disinfection for contact surfaces (door handles, counters at the reception desk etc.)
- Higher frequency of cleaning and disinfecting of public sanitary facilities
- Regular ventilation of public areas

Restaurant Area

Opening times:	Breakfast Monday to Friday	06.30 – 10.30 am
	Breakfast holiday and weekend	07.00 – 10.30 am
	Dinner:	05.30 – 09.00 pm

- Breakfast is usually buffet style, we provide hand sanitizer
- We kindly ask for your understanding that in the current situation we offer you an adapted dinner service depending on the number of our guests (buffet/ menu or à la carte) according to the choice of the kitchen.
- The menu is accessible via our hotel-app
- No service can be provided outside of the opening hours of the restaurant
- For all meals, reservations with the desired time are required; you will be accompanied to your table by our staff
- Once at their table, guests may remove the masks; however, a mask is obligatory whenever leaving the table e.g. to use the restroom
- All utensils e.g. bill folders, salt and pepper cruets etc. are cleaned and disinfected in accordance with the specifications
- Kindly note that waiting times may occur

Room cleaning

- During the stay, room cleaning will be carried out after the second night. For shorter stays no intermediate room cleaning will be provided
- Regular disinfection of door handles, light switches, remote controls, phones, handrails etc. will be performed with a higher frequency
- For the time being, moveable objects such as magazines, pencils etc. will, not be provided in the rooms; all guest information is available in our hotel-app
- All components of the mini-bar have been removed; as a little compensation, a complimentary bottle of water will be provided in your room

The outdoor pool, wellness and fitness area

- Weather permitting, the pool is open daily from 8.00 am to 9.00 pm, no longer heated during winter months
- The fitness area will be available 8.00 am to 9.00 pm, the sauna is open 4.00 pm – 9.00 pm
- Upon entering and leaving of public indoor areas, a mask covering mouth and nose is mandatory
- Please observe the minimum distance of 1,5 m to other guests whenever possible
- Towels and bath robes are provided for you
- Please disinfect the furniture and fitness equipment after use with the provided disinfectant

Conferences and events

- For any conference and event bookings we will gladly provide the respective guideline upon request.

We ask for your understanding that we might have to implement changes on short notice in accordance with updated legal requirements, and considering the current situation as well as the optimization of our operational process.