

SCHLOSS ELMAU COVID-19 POLICY

Dear Guests,

Subject to new regulations by the Bavarian Ministry of Health Schloss Elmau kindly ask that you:

Please, if you are exhibiting respiratory symptoms of any severity and have had contact with Covid-19 cases in the past 14 days, postpone your visit.

Maintain a minimum distance of 1.50 m (or 6 ft) and practice social distancing in all public areas and on footpaths.

Wear your protective mask in all public areas and on footpaths.

Provide them with your contact details prior to arrival (mobile phone number, address, birthday) for contactless check-in.

To disinfect your hands at touchless hand sanitizer dispensers at all entrances to the building and public areas, and to refrain from shaking hands.

Turn away from others when you cough or sneeze, and wash your hands afterwards.

Stay in your room if you feel sick and inform them so that they can call a doctor for you.

In addition the following rules are currently applicable:

Arrival & Check-in

Access to the resort is exclusively reserved for guests staying at the resort.

Valet parking service remains suspended.

Use of the lifts only with people who live in the same room or household.

Please use SMS text messaging with the hospitality desk for all requests.

Housekeeping

Hand sanitizers will be of no less than 60% alcohol-based and will be provided in guest rooms and throughout the hotel.

All public spaces will be sanitized and ventilated with fresh air through open windows several times a day.

All rooms will be thoroughly sanitized and ventilated with fresh air prior to arrival and during regular housekeeping services.

Sanitizer and packaged amenities in your room on day of arrival.

Total Privacy Option: You may request housekeeping services to take place in front of your room door only.

Turn down service is suspended. Towels and amenities will be delivered on request.

Six bottles of mineral water in the room on day of arrival. Additional drinks can be ordered at extra charge.

Restaurants & Lounges

More free space and privacy due to 1.5m social distancing between tables.

Open windows in all public spaces to ensure constant ventilation with fresh air.

All orders are served by waiters wearing protective masks. Buffets can be used with protective masks and gloves.

For each room or family, they need reserve a fixed table for breakfast either from 8:00 - 9:15 a.m. or from 9:30 - 10:15 a.m. or from 10:30 - 11:15 a.m. and for dinner either from 6:00 to 7:45 p.m. or from 8:00 to 9:45 p.m. in one of the restaurants at the hotel booked. Changes are subject to availability on the same day. Maximum of 10 10 persons can share a table.

The Ananda Spa Restaurant is open from 8-11 a.m. and from 12-4pm exclusively for adults above 16 years.

Lunch is served from 12:30 - 2:00 pm in the Tutto Mondo restaurant at the Retreat and in the La Salle restaurant at the Hideaway.

The Lounges offer Grab & Go specialties, soup of the day, onirigir sushi and fresh cakes from 12 - 5 p.m.

The Elmauer Alm Mountain Restaurant will be open on sunny days for lunch exclusively for hotel guests by prior reservation.

The Italian Restaurant Fidelio will be open daily starting July 1st.

The 2 star Restaurant Luce d`Oro will be open Thursdays, Fridays & Saturdays starting July 2nd.

Room Service is available from 7am-10om. Prior reservation is required for room service during meals.

Concerts & Talks

Since seats will initially be limited to 100 guests, we recommend that you book free tickets ahead of time.

Protective masks are required during events.

Spas & Treatments

Protective masks are required for treatments and in all public spaces.

All Spas and four outdoor pools as the Indoor Pool in the Family Spa of the Hideaway will be open starting June 22nd. Kids up to 14 years can use the pools only with at least one of their parents.

All Saunas will open on June 22nd. Steambaths remain closed for the time being.

The Badehaus Spa will again be exclusively reserved for adults starting June 22nd. Families staying at the Hideaway may use the Indoor Family Spa in the Hideaway and the Outdoor Pool at the Nature Spa. A

The Shantigiri Spa & Pools in the Retreat are exclusively reserved for guests staying at the Retreat. Due to maintenance works the pool at the Adult Spa in the Retreat will open on July 7th.

Recliners need to be covered with sheets which need to be disposed of in the laundry baskets after use.

Please, no foods, no drinks and no phones in the relaxation areas of the spas.

Yoga, Taiji, Qi Gong & Fitness

Participation in all classes require protective masks and adherence to 1,5 m distancing.

Participation in yoga classes is only allowed with your own yoga mat, which you can buy at the shop if necessary.

Fitness Gyms equipment is spaced out to maintain a six (6) foot perimeter between guests. All equipment must be sanitized before and immediately after use. Towels must be placed into a towel receptacles.

Sports

Numerous activities in pristine nature in the immediate vicinity of the hotel and its untouched surroundings.

Swim in one of the nearby crystal clear lakes Ferchensee, Geroldsee and Barmsee.

Hike, forest-bathe, or climb one of the many surrounding peaks overlooking the Alps.

Jog along the Ferchenbach Cree to the Ferchensee and Lautersee Lakes or trek to the Elmauer Alm.

Participate in guided hiking or mountain tours for small groups.

Participate in guided e-mountain-bike or e-road-bike tours for small groups.

Individual climbing or mountain-bike tours with a private guide are charged separately.

State of the art e-mountain, racing and road bikes are available at extra charge.

Cycling equipment will be sanitized before and after each use.

Tennis on three clay courts by prior reservation on your own or with a coach.

Archery training on site with a champion by prior reservation.

Kite surfing on Walchensee, rowing on Eibsee, canoeing on Ferchensee

Golf on the 18-hole green in Oberau or the 9-hole green in Wallgau.

Kids & Teens

Childcare in the Kids Club for symptom free children from 1 to 5 years daily from 9 a.m. to 9:00 p.m. starting July 1st.

Participation in Edutainment Workshops, Soccer Camps and Outdoor Adventure Programs by prior reservation.

Kids up to the age of 14 may use pools and playgrounds with their parents only.