

AYURVEDA PARKSCHLOSSEN COVID-19 POLICY

Status: 10 June 2019

Dear Guests and Friends of the Ayurveda Parkschlösschen,

We are very pleased to announce that the Ayurveda Parkschlösschen has reopened on May 21st. **In advance, our information for you:** Our team has worked out a concept for the reopening of the Ayurveda Parkschlösschen, so that all requirements from the government can be carried out and **protect your health to the optimum**. Of course, the high quality of service that we normally offer will not suffer.

Arrival:

- Taking of the body temperature during the initial consultation with the Ayurvedic practitioner. With a body temperature of 37.5 °C or more a stay is not possible.

Hotel Area:

- Guests wear a face covering in all public indoor areas.
- Observance of the minimum distance of 1,5 metres in all public areas.
- Staff wears a face covering if the 1,5 metres cannot be abided by (for example when serving in the restaurant).
- We will provide washable masks for the length of your stay.
- Magazines and newspapers are not allowed to be laid out, but can be ordered and purchased, magazines will be sold, as normal, in the shop.
- Disinfection:
 - Hand disinfection dispensers are attached in all important areas of the hotel.
 - A regular disinfection on all surfaces will be carried out.
 - The guests rooms, as always, will be thoroughly and hygienically cleaned.

Restaurant:

- All dishes (including the afternoon soup) and drinks will be served and not offered as buffet or self-service.
- We cannot offer our Sunday buffet and cooking workshops.

Ayurveda Treatments:

- Thorough disinfection of the therapists hands before treatment, on request the therapists will wear appropriate gloves.
- Thorough disinfection of the treatment and relaxation area.

- Of course, the therapists as well as the guests will wear a face covering during the complete treatment.
- All treatments in the head-face area will be omitted.
- We hope that you appreciate that, because of the strict requirements, we cannot make allowances concerning particular appointment and therapist requests.

Yoga:

- Yoga and meditation courses will take place taking into consideration the observance of the minimum distance of 1,5 metres.

Lectures:

- Lectures by our Ayurveda experts will take place taking into consideration the observance of the minimum distance of 1,5 metres.

Veda Thermal Pool and Sauna:

- The steam bath as well as the fitness area are closed at the moment.
- The swimming pool and sauna can be used again with new spacing requirements and increased disinfection frequency.

We would like to inform you that, due to the Pandemic COVID-19, the following cancellation terms and conditions have been altered and are now valid until the 24.12.2020:

A cancellation is now possible and free of charge up to 2 days before the date of arrival. (The exception: reservations with the early booking discount). A cancellation on the day of arrival or the day before will be charged with 80% of the agreed price (exception applies to illness, by definition paragraph 3.4 in our [general terms and conditions](#)).

For early booking discounts please see [conditions of reservation and cancellation](#).

We are taking a **maximum of 30 guests** in the first weeks, to enable us to get used to the new working processes as best as possible. We are glad that you are part of the process!

If you have any questions about an existing reservation or inquiries for a future stay, **please do not hesitate to contact our reception team** under the telephone number +49(0)6541-7050 or by [email](#).

Your Ayurveda Parkschlösschen team

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