

# SCHLOSS ELMAU COVID-19 POLICY

Dear Guests,

We hope you and your family are doing well. Since we care about the health and safety of our guests and staff more than anything else, the current maximum precautions will apply during your stay:

- Check-In for guests who are 12 years or older will only be possible if they are either fully vaccinated since at least 14 days with a vaccine approved by the EU or recovered from Covid-19 within the last six months and tested with negative POC Anti-Gen Test not older than 24 hours.
- Check-In for guests from 6-11 years, who are not vaccinated since at least 14 days or recovered within the last six months, is only possible with a negative PCR Test not older than 48 hours.
- Check-In for guests from 2-5 years is only possible with a negative POC Antigen Test not older than 24 hours. This test can also be administered by the parents at the hotel.
- Check-In is not possible for guests with any respiratory symptoms.
- All guests older than 2 years have to be tested daily at the test center in front of the hotel. A PCR test needs to be taken in case of a positive POC Anti-Gen test. Guests have to isolate in their room while waiting for the result. The local health authorities will decide further actions in case of a positive PCR Test.
- A minimum distance of 1.50 m (or 6 ft) is required in all public areas and on footpaths.
- All guests older than 16 years are required by law to wear FFP2 Masks in all public areas and footpaths.
- Kids from 6-15 need to wear a surgical face masks. Kids younger than 6 years do not need to wear masks.
- All members of the Schloss Elmau Team, who have not yet been vaccinated or recovered are being tested on a daily basis and wear surgical or FFP2 masks.
- Use of touchless hand sanitizer dispensers at all entrances to the building and public areas.
- Guests need to stay in their room if they feel sick and inform us so that we can call a doctor.

## CANCELLATIONS

We will inform you one week prior to arrival about rules likely to be applicable during your stay. In case of new covid-19 restrictions not foreseeable at the time of your booking, you may cancel or change your booking free of charge within 24 hours after receiving our e-mail.

## **ARRIVAL & CHECK-IN**

- Please provide us with your contact details prior to arrival (mobile phone number, address, birthday) for contactless 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.

## **KIDS & TEENS**

- The Kids Club and the Creative Club will be temporarily closed
- Kids may use the Restaurants and Family Spas with their parents only.

## **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.
- Packaged amenities and minibar filled with mineral water and soft drinks on day of arrival. Additional drinks can be ordered at extra charge.

## **RESTAURANTS & LOUNGES**

- Restaurants and Lounges currently have to stop serving drinks and food at 11:00 pm.
- More free space and privacy due to 1.5 m social distancing between tables.
- Windows in all public spaces will be regularly opened to ensure constant ventilation with fresh air.
- All orders are served by waiters wearing protective masks. Buffets can be used with protective masks.
- Table reservations are required for breakfast either from 8:30 – 9:15 am. or from 9:30 – 10:15 am. or from 10:30 – 11:15 am. and for dinner either from 6:00 – 7:45 pm. or from 8:00 to 9:45 pm. in one of the restaurants of the booked hotel. Changes are possible subject to availability on the same day.
- Up to 10 persons may share one table. Kids below 14 years of age need to share the table with their parents during all meals.

- The two star Michelin Restaurant Luce d'Oro is usually open for dinner from Wednesday until Saturday.
- Lunch is served from 12:00 – 2:00 pm in the Tutto Mondo restaurant at the Retreat and from 12:30 – 2:00 pm in the La Salle restaurant at the Hideaway.
- Lounges offer warm and cold sandwiches, salads, the soup of the day and fresh cakes from 2:00 – 5:00 pm.
- The Elmauer Alm Mountain Restaurant will be open on sunny days for lunch exclusively for hotel guests by prior reservation.
- Bars close at 11:00 pm.
- Room Service is available from 7:00 am – 9:00 pm. Prior reservation is required for room service during meals. Please take note that In-Room-Dining is not possible in rooms located in the Tower or the Wettersteinwing.

## **CONCERTS & TALKS**

- Since seats will be limited, we recommend that you book free tickets ahead of time.

## **SPAS & TREATMENTS**

- Treatments are only possible for guests fully vaccinated or recovered. All therapists are fully vaccinated or recovered and are being tested daily. While guests have to wear FFP2, therapists - all of whom are vaccinated- wear surgical face masks during treatments.
- All guests older than 16 years are required to wear FFP2 Masks on all footpaths. Kids from 6 to 15 need to wear a surgical face mask.
- Guests need to cover recliners in the spas with white sheets which need to be disposed along with towels of in the laundry baskets after use.
- Please, no foods, no drinks. no phones and no conversations in the relaxation areas of the spas..
- The Ananda Spa Restaurant is open for guests 16 years and older.
- Kids up to 12 years can use the Family Spas and pools only with at least one of their parents and need to wear surgical face masks.

## **YOGA & FITNESS PROGRAMS**

- Participation in all Yoga Retreats and fitness programs requires prior reservation
- Participation in all Yoga classes is only possible with your own private yoga mat, which you can buy at the shop if necessary.
- Windows in the Yoga Pavillon will be fully opened before and after classes to air out the space.
- 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.
- Personal training with spiroergometry for optimizing your running practice is possible with prior reservation