

## The most important Covid-information for you in a nutshell:

### For your restaurant visit you need 2G+:

- All guests have to show the following certificates before they enter the restaurant:
  - + digital vaccination certificate
  - + negativ antigen rapid test (max. 24h old) or PCR-test (max. 48h old)
  - + ID-Card or Passport
- **Exceptions:**
  - > Guests who have been vaccinated 3 times
  - > Guests who have been fully vaccinated in the past 3 months
  - > Children up to 17 years of age, who go to school don't need a test or certificate (does not apply during school holidays)
  - > Recovered people (Submission of PCR test certificate / at least 28 days and max. 3 months ago)
  - > Persons who cannot be vaccinated for medical reasons (medical proof required, negative antigen test required)
- It is compulsory to wear a medical mask in the entire hotel and restaurant area
- All guests must have left the restaurant / hotel bar by 10.30 p.m. at the latest (On New Year's Eve until 1.00 a.m.)
- The contact recording of all guests is mandatory. The easiest way to do this is to scan the QR code on spot with the Luca app. In the App Store or at [www.luca-app.de](http://www.luca-app.de)

### For your hotel visit you need 2G:

- All guests have to show their digital vaccination certificate and a ID-Card or Passport during the check-in
- For visits to our restaurants and breakfast as well as visits to the fitness area and the sauna area, you need 2G + (see above)
- **Exceptions:**
  - > Children up to 17 years of age, who go to school don't need a test or certificate (does not apply during school holidays)
  - > Recovered people (Submission of PCR test certificate / at least 28 days and max. 3 months ago)
  - > Persons who cannot be vaccinated for medical reasons (medical proof required, negative antigen test required)
  - > In the case of business overnight stays or in special cases of hardship, unvaccinated persons are allowed to stay overnight after presenting a negative antigen or PCR test.
- It is compulsory to wear a medical mask in the entire hotel and restaurant area
- If you are coming from a virus variant country, a 14 days quarantine is mandatory

**PS:** Are you not able to visit a Test center, it is also allowed to bring your own antigen rapid test with you and do it in front of us. We have also antigen rapid test for a small fee.

## Our detailed hygiene concept

### Dear guests,

it is important to us to make your stay at Heiligenstein as pleasant and as safe as possible. We have developed a protection concept for you and our employees that strictly comply with the Corona Regulation of the Baden-Württemberg area. Of course, this will be continuously adjusted according to the regulation.

- Comprehensive basic cleaning and disinfection are standard with us.
- Increased disinfection of all contact surfaces.
- To ensure the minimum distance of 1.5 meters, this was marked at all necessary points in the house. The restaurant furniture was also adapted to this.
- General rules of conduct are specifically marked by notices in the different areas.
- Glass panels at the reception have been installed.
- The possibility of hand disinfection is guaranteed in all public areas.
- Your booked room was cleaned and disinfected according to strict requirements
- All employees are vaccinated and wear protective mouth masks
- You can purchase medical masks for your personal use at the reception and in showcases. We kindly ask you to wear them in all public areas.
- Our maids wear disposable gloves, which are used once per room.
- All employees are trained sustainably in their area of activity and are informed about changes on a daily basis.
- Before starting work, every employee is asked about corona symptoms.
- A maximum of 2 guests can help themselves at the breakfast buffet at the same time. All guests have their own serving cutlery. In the breakfast area, you must also wear the prescribed mouth and nose protection (except at your table). Please disinfect your hands when entering and wait until a table is assigned to you.
- The contact details and length of stay are documented by all restaurant guests per household. The easiest way is to use the LUCA App for this.
- All everyday items such as menus, tables, chairs, pens, hotel keys, credit card terminals etc. are disinfected after each contact with the guest.



We ask you to support us in the implementation of the aforementioned protective measures. If you as a guest have experienced Corona symptoms such as fever, cough, no sense of taste and / or body aches in the past 14 days before your arrival, please do not start your stay.

If you are unable to arrive because you have the Corona virus or are quarantined at home, the cancellation costs for a trip are usually replaced by travel cancellation insurance.

Should you have to cancel your vacation with us, we will find an individual, manageable solution.

We also ask you to notify us if the symptoms mentioned occur within 36 hours of departure.

We understand that you are unsettled by the daily changing information and have questions about your vacation with us. We are closely monitoring the situation. We are there for you and happy to help you with any questions.

We reserve the right to make short-term changes and do not guarantee completeness.

We are already looking forward to welcoming and pampering you in the Heiligenstein!

Your Hotel Heiligenstein team