



*Welcome back!*

*Dear guests,*

*We are delighted to welcome you at our hotels! In exceptional times like these, is it any wonder that you feel unsettled because the intimidating number of legal provisions is confusing you? No, it's perfectly normal! And we would like to reduce the fear and uncertainty you may be experiencing. **Our transparent hygiene concept guarantees a maximum of safety in all 14 of our VICTOR'S RESIDENZ-HOTELS.** Hygiene and safety: You could trust us on that front even before Corona – and even more so now. On the following pages, we will show you in more detail why our concept guarantees the highest in safety standards.*

*Victor's*  
RESIDENZ-HOTELS

## IN GENERAL, THE FOLLOWING APPLIES:

- *Due to the different requirements of the federal states / districts, we ask you to inform yourself about the official requirements before arriving at the hotel of your choice – also about the tourist travel options.*
- *It is also essential that you observe the regulations at your chosen location concerning the requirements for COVID-19 testing by recovering guests and fully-vaccinated guests.*

*We are strictly implementing and consistently monitoring all hygiene and safety measures as prescribed by the German health authorities in order to ensure the protection and well-being of our guests.*

*Furthermore, we are keeping a close eye on the guidelines issued by the WHO, the Robert Koch Institute and the regional German health authorities in order to stay on top of the latest information regarding the spread of the virus.*

*#staysafe*

PLEASE TAKE A LOOK AT THIS OVERVIEW OF THE SPECIFIC PRECAUTIONS AND MEASURES WE ARE TAKING. WE ARE GRATEFUL FOR YOUR TIME AND ATTENTION AND THANK YOU FOR YOUR UNDERSTANDING!

### PUBLIC AREAS OF ALL HOTELS



- Please be sure to wear a medical face mask or a FFP2 mask in all public areas.
- Contactless payment at the reception is much appreciated.
- For your convenience, hand sanitizer dispensers have been placed in all public spaces (such as e.g. the lobby, bar and restaurant).
- The reception and public restrooms are, of course, also equipped with hand sanitizer dispensers.
- In all public spaces we remind you in different ways to please strictly maintain the minimum distance of 1,50 metres (5 feet) between yourself and others.
- We have increased the frequency with which we ventilate public spaces.
- We have introduced an upper limit for the maximum number of persons who may use an elevator together at one time (family units are exempt from this provision).
- We regularly clean and sterilize room keys and key cards.
- At central locations around our hotels, we have placed notices to promote the covid19 code of conduct and remind everyone to practice good hygiene etiquette.

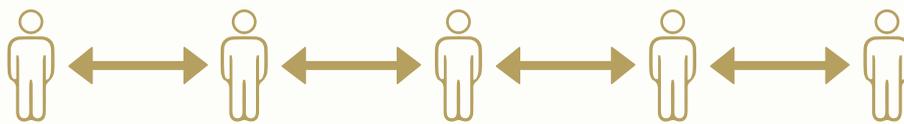
## GUEST ROOMS

- In all Victor's Residenz-Hotels, guest rooms are thoroughly cleaned and treated by surface disinfection. Functional items and areas where manual contact occurs continually (such as light switches, door handles, handrails, etc.) are disinfected more frequently.
- Following respective regional government regulations, we have had to remove certain displays, articles, etc. from the guest rooms in some of our hotels.
- At hotels where we have had to remove hygienic articles from the guest bathrooms, guests will receive such articles free of charge at the reception.

## EVENTS AND BANQUETS

- Events are held in strict compliance with local and/or federal government guidelines. In order to be able to observe the minimum social distancing regulations, we will reevaluate and recalculate the allocation of our facilities depending on the number of guests attending or participating in events. Current offers, package deals and bookings will therefore have to be adjusted accordingly.
- Tables are positioned in such a way as to maintain the minimum distance of 1,50 metres (5 feet).
- Lunch and coffee break offers have been adjusted accordingly. The expert staff members of our hotels' banquet departments are more than happy to inform you about the details.
- We provide continuous surface disinfections and we have increased the frequency with which we ventilate public spaces.
- Following the respective regional government regulations, we kindly ask you to strictly maintain contact restrictions at the seating accommodations.

## RESTAURANTS AND BARS



- Please note that not all of our restaurants are open and that some of our restaurants may only be open to our hotel guests.
- In order to maintain the minimum distance in compliance with social distancing regulations, some of our restaurants may operate with a reduced limited seating capacity.
- Please note that advance bookings are required.
- For your convenience, hand sanitizer dispensers have been placed at the entrance of each of our restaurants.
- Thank you for understanding that, as per government regulation, we are required to collect your contact information.
- A member of our staff will attend to you and accompany you to your table.
- Depending on local government regulations, you may be required to wear a mask covering both mouth and nose when walking to and from your table.
- Depending on local government regulations, tables are positioned in such a way as to maintain the respective minimum distance.
- Please pay contactless whenever possible.
- We are unable to offer counter service at the moment.
- Our restaurants are, of course, ventilated regularly to ensure an even better circulation of fresh air.

## WELLNESS



- Each of our hotels' own individual homepages provides the latest updates on information regarding wellness areas, saunas, gyms, and fitness facilities. The measures we implement follow local government guidelines. Depending on the issued provisions, we may reopen some areas earlier than others (e.g. gyms before swimming pools).
- Despite certain reductions or limitations, we are still able to offer you a number of wonderful spaces where you can relax: forget the world around you and unwind on our sun terraces, on our lawns, and in our spas.

## PLEASE

strictly adhere to the above-mentioned guidelines – they have been prescribed **for your own protection** but also for the protection of your fellow hotel guests as well as for the protection of our staff members. Maintain the minimum **distance whenever possible, practice proper coughing and sneezing etiquette, and regularly disinfect** your hands with sanitizing gel.



**REST ASSURED:** with our carefully devised safety measures nothing will get in the way of your well-being. Enjoy your stay with us in Victor's World. See you soon!

*Sincerely,  
the entire team of  
Victor's*