

Supplement to the General Terms and Conditions of Business for the period of the Covid 19 pandemic

29/05/2020, IV/lr/sc

1. The following regulations supplement our General Terms and Conditions of Business (current as of 11/2009), in particular health and hygiene measures including social distancing regulations and restrictions to protect the health of our visitors and guests as well as our employees.

All guests of the hotel/resort are subject to special rules of conduct and hygiene measures to prevent infection during their visit. Care must be taken to ensure that hands are washed regularly and thoroughly with soap and water. Anyone aged 6 and above must wear a non-medical everyday mask or a comparable face mask in enclosed public areas, in particular entrance areas, corridors and staircases, in covered areas and in areas in which this is separately required, provided that this is not unreasonable for medical reasons or other compelling reasons, or if other protection that is at least of an equivalent level is not in place. Hygienic instructions and access restrictions on site must be observed and are monitored.

Coughing or sneezing must be done in the crook of the arm, covering the mouth and nose.

It is absolutely necessary to ensure that a distance of at least 1.5 metres to other visitors and/or guests is maintained throughout the hotel/resort. It is imperative to avoid the formation of groups or clusters of people. Standing together or running together is only permitted up to a maximum of two persons or within a demonstrably existing family/household. Physical contact, in particular shaking hands or hugging, must be avoided.

The aforementioned social distancing requirements shall also and in particular apply in the reception area, in checkout and queuing areas, at buffets, in washrooms, in front of and in shops, as well as in all hotel catering facilities.

It is imperative that specifications and social distancing regulations, which are implemented by means of pictograms, marked lines and markings, among other things, be observed. The same applies to separate distancing and capacity guidelines. The instructions of our employees must be fully complied with.

If payment is made, this should be cashless if possible.

2. Please make sure you are in good health before you visit our hotel/resort.

Anyone who is in contact or has been in contact with someone infected with SARS-CoV-2 over the past 14 days is not permitted to enter the hotel/resort. Persons with a fever, cold symptoms, symptoms of a respiratory infection or a high temperature will not be permitted to enter the hotel/resort, as it is important to avoid transmission of coronavirus when visiting the hotel/resort and appropriate measures are necessary to protect all visitors/guests. If it becomes apparent that guests have high temperatures and/or cold symptoms and/or respiratory infections during their stay at our resort, we are entitled to initially isolate visitors/guests for the purpose of further testing and to prohibit further visits to the hotel/resort without the possibility of fees or travel expenses being refunded. The same applies if it transpires that there has been contact with someone infected with SARS-CoV-2 over the past 14 days.

In order for you to access our hotel/resort, you are required to provide us with your first and last name, the date as well as the start and end dates of your visit and your telephone number or address exclusively for the purpose of us providing information to health authorities or local police authorities. We erase this data four weeks after collection. General regulations concerning the processing of personal data remain unaffected.

3. Please make sure that when you arrive at our hotel/resort that you do not carpool with people outside of your own household. It is absolutely necessary to ensure that there is sufficient space for each vehicle in the parking area provided by us, so that the minimum distance between individual persons can be maintained.

The directions of the instructing personnel on site must be complied with.

4. Not all areas of our hotel/resort may be available during your visit. For reasons of hygiene, individual areas may be closed or become closed during your hotel visit. It is also possible that some areas of the hotel are not or not fully accessible and may be closed during your visit for reasons of hygiene. In these cases, there is no entitlement to a refund or partial refund of paid fees.
5. The instructions of the employees that concern health and hygiene requirements and access restrictions must also be complied with. In the event that the catering facility is open, the

hygiene regulations and social distancing regulations, which may be additionally specified by the respective catering location, must be observed at all times.

In the event of a serious or repeated violation of individual and/or all of the aforementioned requirements, we are entitled to terminate the accommodation contract for exceptional reasons and, if necessary, to issue an additional ban on entering the premises without any entitlement to reimbursement of paid fees.