



Dear guests,

we sincerely hope you and your family and friends are well. In the past few weeks, the Corona crisis has put us all to a hard test. Things we have taken for granted have suddenly become impossible. To meet friends and family whenever we want to, to travel whenever we like or just to go out for dinner when we feel like it. In small steps, we are now returning to normality and are looking forward to welcoming you back soon.

As always we want you to feel at home with us, however, there are a few things to consider. As a result, our offer has come with a few limitations. We ask you to take this into account and to implement these together with us. Think of your safety as well as that of other guests and our staff.

Which measures are implemented?



Public spaces

- ▶ Facemasks for our employees - we ask guests to bring their own masks as well.
- ▶ Hand disinfection in all public areas (lobby, toilet, elevator, conference rooms and so on.)
- ▶ We ask you to keep a distance of at least 1.5 meters. In various areas such as elevators, reception and so on, we have placed markings for such purpose.
- ▶ Regular ventilation of public areas
- ▶ Max. 1 person may use the lift at the same time (families are excluded from this regulation)
- ▶ If possible, different entrances and exits are indicated.
- ▶ Our fitness areas remain closed until further notice
- ▶ Board games, as well as play and drawing materials for children cannot be issued at present
- ▶ Chargers cannot be borrowed at the moment.
- ▶ In public areas, all surfaces, light switches, buttons on lifts, stair railings, and so on, are regularly cleaned with disinfectants.



Reception: Check-in & Check-out

- ▶ Our reception areas are equipped with Plexi-glas panels to provide additional protection for you and our staff
- ▶ We would like to ask you to make cashless payments
- ▶ Your room keys and cards are regularly disinfected
- ▶ We kindly ask you to use the Express Check Out option, so that you do not have to go to the reception again upon departure. Please leave your room keys in your room.
- ▶ To be able to inform our guests as soon as possible in case of an infection, we kindly ask you to give us your telephone number during check-in.

Current rebooking and cancellation rules

To guarantee you the most flexible travel options during these times, we offer you flexible rates in all our hotels up to the **30.11.2020**. You can cancel and rebook free of charge during this period (depending on room availability).

If you have booked through a booking platform or a third party, please contact your booking provider.



Rooms

- ▶ For the safety of our guests and employees, we do not provide room cleaning for stays of several days. If you need anything, please contact the reception.
- ▶ On the departure of guests, the rooms are disinfected in addition to cleaning.
- ▶ We have removed all equipment in the rooms such as glasses, pens, writing pads, hotel information, and so on, due to the current situation.
- ▶ Amenities are also not offered until further notice.
- ▶ We will only offer one pillow per guest until further notice and remove the bedspreads.



Restaurant and bar

- ▶ Our service personnel of course wear a mouth and nose cover
- ▶ Our minimarket offers a wide range of alcoholic and non alcoholic drinks and snacks.



Meeting rooms

- ▶ Due to various official regulations, we cannot offer conference rooms everywhere and in full. Please ask your hotel directly.
- ▶ Of course we disinfect the conference area regularly and implement appropriate hygiene measures.

Joy of Togetherness

Dear guests,

We are confident that by taking all the necessary precautions, together we can help bring back all the things we have once taken for granted. We are happy to welcome you back to our house and thank you on behalf of all employees of FourSide Hotels for your trust.

We will continue to do everything in our power to ensure that you have a pleasant and unforgettable stay. If you have any questions, our staff in our hotels will be happy to answer them.

We look forward to seeing you again soon!