

## **CANCELLATION CONDITIONS FROM THE SEASON OPENING WINTER 2021\_2022**

- Up to 2 weeks before arrival date free of charge, up to 7 days before arrival date 70% cancellation fee, from 6 days before arrival date 100% cancellation fee.
- Exception: Cancellation in connection with COVID-19 (lockdown, illness, quarantine) is **FREE OF CHARGE** at any time!

## **SECURITY AND HYGIENE CONCEPT at our \*\*\*s Hotel Restaurant formarin**

Our greatest concern is to offer you the best possible service and at the same time to protect your health and that of our staff. In order to achieve this, we have developed a hygiene concept in accordance with our high quality standards and the official regulations, so that you can enjoy your stay with us in the usual relaxed atmosphere. We would like to present to you an excerpt of our far-reaching measures. The 2-G rule applies in Vorarlberg.

**In order to be able to start your holiday with us in the formarin carefree, you absolutely need one of the two forms of 2G upon your arrival. Please show a valid proof of vaccinations or recovery at the reception.**

- Vaccination certificate: valid from the 2nd vaccination of vaccines approved in Austria such as BioNTech/Pfizer . Moderna . AstraZeneca . Johnson&Johnson (Janssen).
- Confirmation of having had a covid disease within the last 6 months.

Due to the new legal regulations it is unfortunately no longer possible to travel with only a negative test. A test location during the winter season in Lech is located in the Sport.Park.Lech, the location is open for testing during the mornings on minimum 5 days a week. This Antigen or PCR test is subject to a fee.

## **EMPLOYEES:**

- We and our team members are still required to keep our distance. In addition, we and team members are required to disinfect or thoroughly wash our hands at regular intervals.

**PLEASE do not consider it a discourtesy or rejection if we continue to refrain from hugs and handshakes over the next few months.**

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- As of 22 November 2021, the wearing of mouth guard (FFP2) is again mandatory for us and all our staff who comply with the 3G rules (vaccinated, recovered, tested).
- Furthermore, our employees undergo the weekly PCR test in the Sport.Park.Lech, if they have not yet been immunised.
- This test is also available to our guests. As well as with our general practitioners Dr. Muxel and Dr. Beiser. Please contact us.

#### PUBLIC AREA LIKE RESTAURANT, TERRACE & WELLNESS AREA:

- Disinfection stations are located at all entry areas.
- Please note that masks (FFP2) are required by law in all public areas of the hotel.
- The mask does not have to be worn at the dining table, on the loungers in the relaxation area and in the sauna / pool.
- Regular cleaning and disinfection of door handles, handrails and lift buttons and all publicly accessible sanitary facilities.
- Physically, we should keep at least 1 metre distance everywhere. Especially at the breakfast buffet and at the buffets in the evening, we kindly ask you to keep your distance.
- Minimum distance between the tables and also partitions by glass walls.
- Provision of disinfection dispensers on the tables.
- After each change of guests, disinfect tables as well as objects used, e.g. salt & pepper mills, cards and various utensils. Change of table linen.
- At the buffets, we make sure that there is sufficient distance, please also keep this distance. If this is not an option for you, we are happy to offer you the possibility of an a la carte service. Please contact us!
- Spacing in the wellness area "formarium" of the loungers. Extended opening hours to avoid too much crowding. "Respect and enjoy" with reason: please visit the respective saunas with distance and consideration of the next person. Respectful of each other, always mindful.

- Disinfection of the PIN pad and of course of the respective cards of the ski safe, garage and of course the room key.
- You will find public facilities in the basement with antibacterial hand wash and additional disinfection facilities.

#### **HOTEL ROOM:**

- Every hotel room is well aired, thoroughly cleaned and of course disinfected after a guest's departure. This applies in particular to all surfaces such as doorknobs, window handles, fittings and the entire sanitary area.
- Disinfection dispensers are provided in every room.

#### **WHAT WE WOULD LIKE TO ASK OF YOU:**

- If you have had contact with persons with Covid-19 cases in the last 14 days and also have contact with persons with non-specific general symptoms, regardless of severity, we kindly ask you to postpone your visit to us until a later date due to official orders and in order to contain Covid-19.
- If possible, please use contactless payment.
- When entering and walking through the public area, wearing a mouth and nose mask (FFP2) is mandatory, but it is NOT necessary to wear it at the table.
- Our staff are encouraged to keep their distance and avoid direct contact (e.g. shaking hands). Please do not take this as a sign of unfriendliness, but see it as an appreciation of your health.

**We will do our best to continue to offer you the personal service you are accustomed to, despite the fact that we will have to comply with the legal regulations and the respective requirements.**

**Enjoy your stay with us at the formarin and allow yourself to RELAX 😊**

*Ihre Familie Wilhelm Bischof*