



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 once 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. We are opening our Centro Hotels gradually, whereby we are continuously observing and implementing the safety measures determined by each state.

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 health (safety) as well as that of other guests and our staff.

WHICH MEASURES HAVE WE IMPLEMENTED?



PUBLIC SPACES

- Distance markings at the reception of at least 1.5m
- Face mask for our employees
- Hand disinfection in all public areas (lobby, toilet, conference rooms etc.)
- Handrails on stairs and door handles are regularly disinfected
- Regular ventilation of public areas
- Depending on the size of the lift, only a limited number of people are allowed to use the lift at the same time. The elevators are labeled accordingly
- If possible, different entrances and exits are indicated
- Our fitness rooms remain closed till further notice
- Board games, play and drawing materials for children cannot be issued at present



RECEPTION: CHECK-IN & CHECK-OUT

- Our receptions are usually equipped with Plexiglas panels to provide additional protection for you and our staff. Otherwise, a mask is worn.
- We kindly ask you to pay cashless if possible. The credit card equipment is regularly disinfected
- Your room keys and cards are regularly disinfected
- The pens are regularly disinfected

CURRENT RE-BOOKINGS AND CANCELLATION RULES

To guarantee you the most flexible travel options during these times, we are offering Flex rates in all our Centro Hotels, up until the **30.11.2020**. During this period, you can cancel free of charge and rebook depending on room availability.

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



ROOMS

- The surfaces of guests and bathrooms are regularly disinfected
- Door handles, light switches and remote controls are regularly disinfected
- Amenities such as brochures, writing utensils, guest ABC, decorative pillows, additional blankets, glasses and bottle openers will be removed from the room until further notice.



CONFERENCE ROOMS

- Due to the variation of official requirements, we cannot offer all conference rooms. Please ask your hotel directly.
- Of course, we disinfect the conference area regularly and implement appropriate hygiene measures.



RESTAURANT AND BAR

- Our restaurant and bar remain mostly closed, depending on the state regulations. Please inquire directly the hotel you would like to book / have booked.
- In exchange, we offer a breakfast and lunch package (box), which can be picked up at the reception (these can be booked in advance or directly on site. The costs will be charged with your hotel accommodation). In some hotels, this may already be included in the price of your overnight stay.



BOOKING

- Please book in advance through telephone, per mail, or through our website: centro-hotels.de

„TOGETHER & FOR EACH OTHER“

DEAR GUESTS,

we kindly ask you to bring your own mask.

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 Centro 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!