

News regarding your holidays at the Holiday and Resort Park Weissenhäuser Strand and ****Strandhotel

Valid from Monday, 26 June 2021 to Sunday, 28 August 2021

The long wait is finally over: The current state ordinance of Schleswig-Holstein allows us to **re-open** both our **Holiday and Resort Park Weissenhäuser Strand and ****Strandhotel**.

The following rule applies in general: As long as the incidence rate remains below 100, Weissenhäuser Strand will remain open. The state of Schleswig-Holstein and/or the Ostholstein Health Department can order a closure at any time.

A prerequisite is the compliance with – and the enforcement of – certain rules and requirements. We take HYGIENE STANDARDS VERY seriously. Therefore, due to the current hygiene requirements, at the Holiday and Resort Park Weissenhäuser Strand we have taken the necessary measures to conform to this new situation so that we can ensure that you have a relaxing and enjoyable holiday while providing the highest level of safety.

In order to ensure that your stay with us is as pleasant as possible, we kindly ask you to take note of the following information and to strictly adhere to it during these uncommon times.

If you have any questions, please feel free to contact us at any time.



Data privacy and contact tracing

- We are obligated to request your personal data during your stay. In addition, we must document this data in writing and store it.
- In accordance with the pertinent data privacy laws, your data is handled confidentially.
- Your registration will be processed using the Luca app (for guests ages 14 and older). **Please download the Luca app prior to your arrival so that you can minimise your waiting times.** We have attached an explanation on how to use the app. Alternatively, you can contact your local health department and request a key chain with a QR code that has stored your personal data.
- **Please note:** Guests who are not residents of Germany will receive a key chain with a QR code upon arrival.



Arrival

- Upon arrival, **you must present a negative test result. The test must be performed** at a location outside of our test centre at Weissenhäuser Strand.
 - Moreover, tests taken prior to arrival must be conducted by an official testing station at your current place of residence.
 - A self-test is not sufficient.
 - Only Antigen rapid tests or PCR tests not older than 48 hours are valid.



- Only guests who have been fully vaccinated (from the 15th day after receiving the second shot) are not required to submit a negative test. They will receive a blue bracelet.
- Recovered persons are exempt from the testing obligation. Please furnish a certificate of recovery (either in digital form or as a hard copy). The certificate must be at least 28 days old, but not older than 6 months. These persons will receive a blue bracelet for their stay.
- Children under the age of six are also exempt from the testing obligation.
- **Check-in:** All guests and all members of each booking party must come to the white tent located in front of the information building for test verification. Afterwards, only one member of each booking party may come to the reception area to pick up the room keys / key cards. All other members of the booking party must please wait outside.
- Safeguarded check-in counter areas will be available for guests (Holiday and Resort Park).
- Please always mind the floor markings.
- Please keep your check-in time to an absolute minimum.
- If you need to wait, please maintain the required minimum distance to other guests.
- At all potential contact areas, such as the reception desk or the entrances to restaurants, plexiglas panels have been installed in order to protect our guests and our staff members.
- Only guest with a negative test result may use the accommodations. After arrival, our test centre offers free on-site tests to guests during their stay. If a guest cannot be tested – or refuses to be tested – then we are not permitted to accommodate this guest. Travel expenses will not be reimbursed.



General hygiene measures and information

- Prior to your arrival, all frequently used surfaces in your booked accommodation will have been disinfected and the room(s) well-ventilated.
- Our indoor activities have now fully re-opened. This includes the Subtropical Aqua Park, Adventure Jungle Land, the “Heimspiel” Arcade as well the Dünenbad in the ****Strandhotel. Please check online or on-site regarding the applicable hygiene measures and possible limitations.
- You will be responsible for adhering to all other hygiene and social-distancing measures during the duration of your stay.
- Our guest services are well-equipped for thoroughly cleaning and disinfecting all areas accessible to the public. All types of surfaces, including touchscreens, tables, chairs, and door handles, are regularly disinfected.
- A guest infected with COVID-19 will be asked to leave the premises immediately. Travel expenses will not be reimbursed.
- A maximum of 25 persons can be seated at the same table in an indoor restaurant or dining area. Further important information can be found under “Restaurants”.
- Fully vaccinated and recovered persons are exempt from the contact restriction.
- In indoor and outdoor areas, masks and facial coverings may only be removed at designated seating or standing areas.





Test requirement (for adults and children ages 6 and over)

- During your stay, you may use our test centre located at Weissenhäuser Strand parking area P2. The tests are free of charge. All pertinent information is available on our website <https://www.weissenhaeuserstrand.de/testzentrum>
- Under their own volition, all adults as well as children ages 6 and older are required to take a test prior the arrival as well as for visiting our indoor attractions.
- When visiting our indoor attractions, a negative test must be presented. This test may not be older than 24 hours. Fully vaccinated guests and recovered guests as well as children under the age of 6 do not require a negative test.
- If a guest does not present verification of the mandatory tests, then we may no longer accommodate them. In this case, the guest will be required to check-out immediately and expenses will not be reimbursed.
- Only guests who have been fully vaccinated (from the 15th day after receiving the second shot) are not required to submit a negative test. However, proof of vaccination must be presented.
- Recovered persons are also exempt from the testing obligation. Please furnish a certificate of recovery (either in digital form or as a hard copy). The certificate must be at least 28 days old, but not older than 6 months.
- Vaccinated and recovered persons as well as children under the age of 14 are exempt from the contact restriction. However, the mask requirement and social-distancing guidelines must be followed.
- In general, a self-test is not sufficient. Tests must be conducted at an official test centre. If you feel sick, or if you have had contact to an infected person during the last 14 days, please stay at home for your own protection as well as the protection of others. Moreover, please consult a doctor.
- A guest infected with COVID-19 will be asked to leave the premises immediately. Travel expenses will not be reimbursed.



Restaurants and catering services

- Only guests of the Holiday & Resort Park and ****Strandhotel are allowed to eat indoor. A test is not required for outdoor dining.
- Table reservations must be made **online or by phone in advance**. Making a reservation at the restaurant is no longer possible.
- For more information, please consult the information posted at the restaurant as well as on our website regarding the specified timeslots.
- Please note that our service staff will always personally escort you to your table. You are not permitted to seat yourself.
- Feel free to use our take-away service and pick-up your pre-ordered food and beverages from the respective restaurant.
- Guest data is recorded via the “Luca” app (ages 14 and over).
- In indoor and outdoor areas, masks may only be removed at designated seating or standing areas.





Mandatory use of masks

- It is mandatory for all guests to wear an approved medical mask in the following areas:
 - In all public areas, for example Dünengalerie, hotel lobby, hallways, stairwells, lifts, washrooms.
 - Inside all restaurants.
- During all body-related applications (e.g., cosmetics, massages, spa + wellness treatments)
- Approved face coverings are medical masks (DIN EN 14683:2019-10) or FFP2 masks (DIN EN 149:2001), alternatively: KN95/N95 Cloth masks or self-made masks – or any other type of face coverings – are not permitted.
- During each guest contact, our employees are also required to wear an approved mask.



Social-distancing guidelines

- Please keep a safe distance of at least 1.5 metres (approx. 6 ft.) to other people.
- In our restaurants, we use physical barriers (such as plexiglas panels) to implement the required hygiene measures.
- Please always adhere to the markings on the floor.
- Please avoid shaking hands, hugging, etc. with people that are not members of your household.



Payment

- If possible, please use contactless forms of payment.
- You can still pay cash if required.



Rebooking

- Our terms and conditions for cancellations are included or can be found on our website.
- If you do not agree with the applicable hygiene and social-distancing regulations, you can either cancel your reservation or rebook at no extra charge. If you rebook to a different travel period, extra costs may be incurred. A rebooking is always subject to availability.
- Due to the applicable hygiene and social-distancing measures, we do not provide any rebates or discounts.





Information

An essential part of your booking is the agreement to adhere to all prescribed and designated hygiene and social-distancing guidelines. Once you have entered the premises of the Holiday and Resort Park Weissenhäuser Strand, you agree to the regulations listed above. Our employees are authorised to remind you to comply with the measures. In the event of non-compliance with these measures, we are obliged to ask you to return immediately to your place of residence in accordance with the competent health department. In such a case, you will be responsible for the organisation of your return trip and will be responsible for all related costs incurred.

We will continue to provide updates regarding the latest information and most recent developments via our homepage www.weissenhaeuserstrand.de and through our social media channels (Facebook, Instagram, Twitter) .

Thank you for your understanding.
Your Weissenhäuser Strand Team



**Weissenhäuser
Strand** Ferien- und Freizeitpark
Das ganze Jahr Ostsee