



**** SCHLOSSHOTEL
PURSCHENSTEIN

Schloss Purschenstein Hotel GmbH, Purschenstein 1 09544 Neuhausen

Dear guests,

An overview of the measures that are currently being taken at Purschenstein Castle in accordance with the latest official regulations and general ordinances in connection with the ongoing Covid-19 pandemic.

The relevant measures always take into account the comfort and well-being of our guests. All of our staff are committed to ensuring your comfort throughout your stay.

Get there:

In view of the current situation and in accordance with the most recent ordinances issued by the German Federal government, our **hotel and restaurant will remain closed from the 2nd through the 30th of november 2020.**

1. If you have a reservation with an arrival date within the abovementioned period, we offer you the possibility to postpone it without any surcharges.

Kindly send us an email to info@purschenstein.de with the details of your existing reservation and the desired alternative dates for your stay with us. We will do our utmost to accommodate you and reply as soon as possible.

2. We continue to welcome reservations for stays starting the 1st of December under the reserve of possible further restrictions that may be imposed. In which case you will be free to cancel or reschedule your planned stay with us at no further charges.

However, if you are experiencing flu-like symptoms, in the interests of everyone, please reconsider travel at this time.

If you have any questions about the implemented measures, please do not hesitate to contact us.

Schloss Purschenstein
Hotel GmbH
Purschenstein 1
09544 Neuhausen

Telefon +49 (0) 37361 / 140 80
Telefax +49 (0) 37361 / 140 88 8
E-Mail info@purschenstein.de
Web www.purschenstein.de

Geschäftsführer Roel Praagman
UmsSt-Id. DE265939547
HRB Amtsgericht Chemnitz
HRB 25185

BANK Sparkasse Mittelsachsen
IBAN DE61 8705 2000 3115 0286 78
BIC WELADED1FGX

Breakfast:

During your stay we will serve you a rich breakfast buffet between 7.30 a.m. and 10.30 a.m. You will find an order form in your room on which you can specify your requirements for egg dishes for breakfast. This ensures that you are served freshly made eggs. Please fill out this form daily and hand it in at reception by 6:00 p.m. and reserve a specific time slot for your breakfast the next morning. We ask you to keep the reserved time slot.

Restaurant:

Our Remise restaurant is open daily between 5:30 and 8:30 p.m. for dinner reservations. Please reserve your table for a certain period in advance at the reception.

We ask you to strictly adhere to the reserved time slots for breakfast and dinner in order to ensure smooth operation and to avoid queues at the entrance to the dining room or at the buffet.

It is mandatory to wear a mask when entering or moving around the restaurant. Once at your table, these can of course be removed.

We regret that the wellness area has to remain closed at this time due to the above regulations. It's only a small area, and following social distancing guidelines is the hardest thing to do.

Public areas:

During the day, one of our employees will continuously clean and disinfect the public areas and toilets.

Your room:

Our housekeepers have prepared your room and carefully disinfected it. During your stay, you may want to turn off daily cleaning of your room. If you want to do this, please inform the reception. However, housekeeping will only enter your room when you are not there. Please make sure that the green "Clean my Room" sign is hanging on the outside of your door.

In general, we recommend wearing face masks and nasal masks when walking through enclosed spaces as it can sometimes be difficult to maintain the required social distance in corridors and / or on stairs. On the stairs it would be good to stay on the righthand side and make room for those who descend on the narrower stairs.

Please note that the elevator in the castle may only be used by members of the same household.

Disinfection dispensers and stations are available in sufficient numbers throughout the hotel complex.

We expect that the restrictions we put in place guarantee our guests an extremely comfortable, safe and enjoyable stay with us.

We are at your disposal during your entire stay with us,

***Management and employees of Purschenstein Castle
October 2020***