



**Dear guests,**

**we are very much looking forward to welcoming you at the Hotel München Palace!**

To protect our employees and, above all, to protect you from the Covid-19 virus, we would like to present the following hygiene rules to you.

In general, throughout the house, we have prepared the following protective measures:

- We ensure the minimum distance of 1.5 meters between people
- Our employees are always wearing masks in public areas
- We keep employees with respiratory symptoms away from the company premises
- A greeting of the guests by shaking hands or any physical contact is not permitted

Our reception staff are available 24 hours a day. Please note the following hygiene rules, which we assure at the reception to protect everyone.

- Our surfaces as well as pens and room keys are disinfected regularly
- Our business center can only be used after consulting the reception. Our business center is thoroughly cleaned and disinfected after each use
- Spit protection has been installed at each of our two check-in counters
- Our luggage service is still available. Your luggage will be brought to you separately and placed in front of the door. The luggage will only be delivered to your room on request

Our restaurant is still open for you every day. The following should be noted here:

- We recommend making a table reservation to avoid waiting times. We are happy to reserve a table for you at the following telephone number + 49 89 47971-0. Furthermore, we kindly ask you to provide your contact details when entering the restaurant.
- Our employees always wear masks in the restaurant, in the bar and in the winter garden
- We kindly ask you to use the separate entrance and exit doors to the restaurant
- Please wear a mask when you are not at your table. This must also be worn when going to the restroom.
- If you have forgotten your face mask, we will provide you with one of our disposable masks.
- Unfortunately, we are currently not allowed to set up buffets

Our room service is still available for you. Please note the following measures:

- Your room will only be cleaned in your absence
- The surfaces and explicitly the telephone, TV remote control, door handle and the toilet are of course regularly disinfected
- If you wish for 'turn down service' please let us know on the spot. This service is only available upon request
- We are happy to inform you that our sauna, steam bath and fitness area are now open again. Please pay attention to the required minimum distance of 1.50 meters.

The entire team at the Hotel München Palace wishes you a pleasant stay and is available to answer any questions or requests you may have. Stay healthy!

Your Palace Reservation Team