



WINSELERHOF

OOSTWEGEL COLLECTION®

Dear Guest,

The health of our guests and team are paramount, and with this in mind we have implemented a range of modifications at the property. Measures have been taken to ensure social distancing throughout the country estate, promising a safe and pleasant stay for all guests. We have outlined the procedures below, and in order to streamline the experience, we ask for your help and understanding.

HEALTH CHECK

We can only honour reservations in our hotel and restaurants to those not displaying Coronavirus symptoms. We ask you to consider the following:

- Have you experienced one or more of the following symptoms, in the past 24 hours?

Cough | Runny nose | Fever higher than 38° C | Shortness of breath

- Is there anyone in your household suffering from a fever and/or shortness of breath?
- Have you been tested and diagnosed with Coronavirus in the past seven days?
- Has someone in your household been tested and diagnosed with Coronavirus who you have had contact with, while suffering symptoms, in the past 14 days?
- Are you self-isolating because you have had direct contact with someone who has been diagnosed with Coronavirus?

If the answer to any of the above questions is “yes”, please contact us regarding your reservation.

FACE COVERINGS

According to current government guidelines, face masks or coverings are required in indoor public spaces. We kindly ask you to respect these guidelines. All employees who are not working at a fixed location in one of our properties will also wear a face mask.

CHECK IN

To avoid possible queues, we kindly ask that only the lead member of the party checks in at reception.

Check in time from 15:00.



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BREAKFAST, LUNCH, BREAKFAST

Due to current government restrictions, Restaurant Pirandello and Luigi's Restaurant & Bar will remain closed until 3 March 2021.

So that you can still enjoy delicious food, we have put together a takeaway menu for breakfast, lunch and dinner. Meals will be delivered to your hotel room and placed outside your door. One of our team will knock to notify you that the meal is ready to be collected.

Breakfast

On arrival, you can choose your breakfast and the time you wish to have it delivered. Breakfast is dropped off every 15 minutes between 07:00 and 10:30.

Lunch

Our delicious Italian sandwiches are available to order between 12:00 and 19:30 and will be delivered to your room door.

Diner

Our chef has created a takeaway menu full of tempting dishes for you to order during your stay. If you did not receive the menu with your confirmation, please let us know and we will send it over so that you can make your food choices in good time.

Please confirm your dinner preference before 15:00 on the day of delivery and decide on any time between 17:00 and 19.30 for drop off. Meals will then be sent to your room at the preferred time and placed outside your door. Drinks can be ordered between 12:00 and 22:00 and delivered in a similar manner.

We would like to thank you for your cooperation and understanding and look forward to making your stay at Winselerhof an enjoyable one.