

Travel information

Covid-19 update

Status: May 04, 2020

Dear Guests,

the outbreak of the coronavirus is currently affecting our private and professional lives – we too are affected by the consequences.

In these challenging times, it is particularly important for us all to pull together. To achieve the best possible containment of the Covid-19, our hotel will also be temporarily closed until the 15th of May 2020. We are in close contact with the authorities and follow the recommendations of the state government.

Of course, the safety of our guests and employees always comes first. “Safety” has always been an important value in our corporate philosophy and still has absolute priority in these times.

CHANGE AND CANCELLATION FREE OF CHARGE

The well-being of our guests and associates is of paramount importance. And that is why we are adapting our cancellation policy for you.

- Existing individual reservations with an arrival date between 18th of March and 15th of May 2020 (does not apply to contingent and group bookings), for which the cancellation period has already expired, can be converted into a voucher. You will receive a voucher to the value of your advanced payment with a validity of one year. In this case please send us an e-mail to the respective hotel. After checking, we will send you your voucher by e-mail as soon as possible. Please note that the current room price may differ from the originally booked room price in case of a new booking.
- ❖ If you have booked through a tour operator or online booking platform, please contact the respective provider.

Of course, we are still available to you for any questions you may have regarding your reservation and also to process new bookings.

Please contact our reservations department by phone: 0049 (0)1806 500-555 or via e-mail: info@atlantic-hotels.de. We will contact you in case of changes in reservations!

- **Our ATLANTIC Grand Hotel Bremen, ATLANTIC Hotel Vegesack and ATLANTIC Hotel Kiel are open for you.**

We are already looking forward to welcoming you again in the time to come. For the upcoming weeks, we wish you and your families much strength, health and confidence.

Stay healthy!

Your ATLANTIC Hotels Team