

Travel information

Covid-19 update

Status: 30 November 2020

Dear Guests,

the outbreak of the Covid-19 is strongly affecting our private and professional lives. We are in close contact with the authorities and follow the guidelines of the state governments in Bremen, Lower Saxony and Schleswig-Holstein which are valid since November 2nd to December 20th, 2020.

We have to ask you to refrain from tourist overnight stays until the end of November.

CHANGE FREE OF CHARGE AND CANCELLATION

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 1 and 20 of December 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.

HYGIENE AND CLEANLINESS

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.

In all hotels of the ATLANTIC Hotels Group, we take steps every day to meet the current recommendations of the government and the Robert Koch Institute with regard to hygiene and cleanliness. For enhanced prevention and as a precautionary measure, we have established additional hygiene standards that are actively applied in all hotel areas.

Do you have any questions about your current reservation or would you like to make a new booking?

Please contact our reservations department by phone: 0049 (0)1806 500-555 or via e-mail: info@atlantic-hotels.de. Of course, we will contact you if there is a change in your current reservation.

Stay healthy!

Your ATLANTIC Hotels Team