

Our Hostel is open and we are welcoming you as our guest.
Please be aware of the following safety measurements due to Covid-19.

Please check the travel restrictions and agreements that apply to your individual situation.
<https://www.auswaertiges-amt.de/en/coronavirus/2317268>

It is most important for us to protect the health of our guests and staff. We therefore follow the suggestions of the Robert-Koch-Institut (RKI) and the regulations of the federal government to prevent the spreading and transmission of COVID-19. We take care to follow all the mandatory hygiene measures in all areas of the hostel. We ask you to support us during your stay by following all the measures so that everyone can feel safe and relaxed.

Important information for your safe stay:

Guests

- Upon arrival, we need the name, address and telephone number of every guest checking in, to inform you in case of an infection outbreak. The data will be deleted after 4 weeks.
- We can only check you in if you wear a mask, provide contact details and provide one of the following documents):
 - **Tested**
You provide a negative PCR-test result (no older than 48h). Proof must be verified by an official authority.
For longer stays, you need to show a PCR-test every third day.
 - **Fully vaccinated**
You can provide a vaccination passport (or other certificate) proving you have received your final corona shot at least 2 weeks ago.
 - **Recovered**
You can provide a medical certificate of recovery from COVID-19 and your recovery is at least 28 days and at most 6 months past.
 - If you are a student/pupil under 17 you have to show a document from your school
- We ask you to wash and/or sanitize your hands regularly and follow the cough and sneeze etiquette. Upon entering the hostel you'll find sanitizer dispensers. If you feel unwell or experience symptoms of sickness, please stay at home and contact a doctor. If in doubt, please have yourself tested before you check in here. On all traffic areas (common used space and corridors) you are obliged to wear a face mask.

Staff

- Our staff will keep the safety distance of 1,5m and follow all the official guidelines. They are trained concerning the current hygiene guidelines. They wear face masks when in direct contact with guests and in all public areas outside reception, and will additionally wear disposable gloves, depending on the task.

Your Check-In/ Check-Out

- The reception is equipped with a plexiglass window to minimize the risk of infection. Only one person/party can check in at a time. Further arrivals are asked to wait in front of reception or in the kitchen or lounge. Please pay by debit card or credit card if possible. You'll receive a disinfected key (transponder) that allows you to enter the house and your room 24h. On the day of your departure, you can check out until noon contactless. Just drop your key into the white letterbox next to the reception door.

Breakfast / Self-catering kitchen / Lounge

- Unfortunately, we are not allowed to offer our usual breakfast buffet. The closest breakfast options are the bakery across the street in the shopping mall, or bakeries at the main station. Kitchen and lounge area can be used, but only by 5 people at the same time, if you are not members of the same household. If you are one household, the maximum number allowed is 10. Please keep in mind to wear a mask and keep 1,5m distance in public areas! Please be considerate to other guests who'd also like

Groups

- We will do our best to meet all requirements and changes to group bookings on a case-by-case basis and to everyone's satisfaction. Our team supports you in the planning of your stay to meet your current needs, including the postponement of group trips to another time. Please send us an email to info@hostelheidelberg.de or give us a call to discuss further details.

We look forward to seeing you and wish you a pleasant and relaxed stay in our hostel.