

Dear gambino guests, Partners and Friends,

First and foremost, we would like to thank you for your years of loyalty, and assure you that we, the entire team of gambino hotels & gambino cityhotels, will continue to be here for you and your needs, both in good and difficult times.

Rest assured that our top priority is your health and that of our employees. Together with our team, who takes care of you every day in our hotels, we will do everything possible to ensure that the respective measures are taken even more thoroughly and carefully than before.

We have taken the following precautions against COVID-19:

- We consistently follow the recommendations of global and local health authorities (e.g. WHO and the Federal Ministry of Health).
- Our hygiene protocols have been reviewed and adapted to the current situation. We have increased the frequency of our cleaning cycles, including the disinfection of all surfaces in rooms and public areas such as lobbies, elevators, reception, etc.
- Our teams in the hotels know how to react quickly and appropriately to any suspected cases of coronavirus infection in our hotels.

The coronavirus (COVID-19) situation is developing rapidly and changes in travel arrangements or holiday plans will in some cases be unavoidable. We are fully aware that such changes can occur at short notice and assure that we will act and react with flexibility and understanding.

- We will keep our hotels, the gambino hotel CINCINNATI, the Wetterstein Hotel and the Hotel Stachus, open for you and should you need to travel, we will continue to welcome you there warmly, albeit with the necessary distance.
- Please understand, however, that we will not be serving breakfast at the Wetterstein Hotel and Hotel Stachus for the time being.
- Current stays can be cancelled free of charge until 3rd April 2020. Bookings for any later dates remain unaffected for the time being. If the current accommodation regulations are extended to the month of April, we will naturally extend these cancellation conditions.
- Stays during trade fairs such as Analytica, IFAT or during UEFA European Championship will not be cancelled, but will be postponed free of charge to the new date.
- All above mentioned changes have to be processed via the channel you have booked through.

- Our actions are in line with official local and federal governments and health authorities and we will continue to monitor the situation closely and adjust if necessary.

We would like to thank all of you for your trust and assure you that we are doing our utmost to make our daily contribution to your and all our wellbeing.

Stay healthy. We look forward to welcoming and pampering you again soon in one of our hotels.

Sincerely,

Sabrina Gambino-Kreindl & Alessandro Gambino together with our entire team