

Dear Valued Guest,

In these uncertain times, we wanted to reach out to you personally about what we are doing here at Der Ritterhof Inn to support you and your travel plans. As the situation around novel Coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety and provide maximum flexibility.

If you are exhibiting signs of the illness (fever, cough, breathing problems, and know you have been exposed to the illness), please contact your doctor and postpone your travel and rest and recuperate at home if necessary. Find the symptoms at [CDC.gov](https://www.cdc.gov)

As it has always been, the safety and security of our guests and team members remain our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the Coronavirus, we have taken additional measures to make our cleaning and hygiene protocols even more rigorous.

### **Here's what we are doing:**

- Our hotel team is receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas with disinfectants (including the lobby, door handles, public bathrooms, guest key cards, etc.).
- We will continue to adjust the breakfast food service by following the current food safety recommendations from the county and the state.
- We have increased the deployment of antibacterial hand sanitizers.

Additionally, due to the current situation with coronavirus, our hotel is implementing new processes to protect the safety of our guests and team members. This may result in a reduction in certain services and amenities that are normally available at our hotel. If you have questions or concerns, we ask you to contact the hotel directly at 509-548-5845 or email us at [info@derritterhof.com](mailto:info@derritterhof.com)

### **Your Travel Flexibility:**

We remain committed to offering you flexible booking options. Given these unique circumstances, we are making additional adjustments to our booking policies to give you extra peace of mind:

**Government Restrictions:** If there are any government-issued travel restrictions, we will continue to waive cancellation fees or offer full refunds for any pre-paid reservations.

**Existing Reservations:** All reservations that are scheduled for arrival before April 30, 2020, can be changed or canceled at no charge up to the day of your scheduled arrival. Please note that any changes to existing reservations will be subject to availability and any rate differences.

**New Reservations:** For guests making new reservations for any future arrival date after April 30, 2020, we will allow the reservation to be changed or canceled at no charge up to 24 hours before your scheduled arrival date.\* Please note that changes to the reservation will be subject to availability and any rate differences.

\*Some exclusions may apply. May exclude special events, winter holidays and holiday weekends. Please call us at 509-548-5845 or email us at [info@derritterhof.com](mailto:info@derritterhof.com) if you have any questions about any specific date or event.

### **How to cancel or modify an existing reservation:**

**Reservations made directly with us:** If you need to modify or cancel reservations made via the official property website ([www.derritterhof.com](http://www.derritterhof.com)) or if the reservation was booked by calling the hotel directly, please contact us at **509-548-5845** or email us at [info@derritterhof.com](mailto:info@derritterhof.com)

**Reservations made through a third-party website:** If you need to modify or cancel reservations made through another 3<sup>rd</sup> party travel sites like Expedia or Booking.com etc., please contact them for assistance.

We believe it is in challenging times like these that the power of hospitality is needed most of all. Whether you are traveling now or in the future, our team members are ready to welcome you with the Der Ritterhof hospitality you've come to expect. We will continue to maintain a clean and safe environment, and help you enjoy a safe and healthy vacation.

At Your Service,

The Der Ritterhof Team  
Phone: 509-548-5845  
Email: [info@derritterhof.com](mailto:info@derritterhof.com)

For additional information about COVID-19,  
visit the centers for Disease Control and Prevention at [CDC.GOV](https://www.cdc.gov)