

General

- **When do I have to wear the face mask (mouth-nose-cover) as a guest?**
The face mask must be worn by the guest in public areas where the minimum distance (1.5 m) cannot be maintained.
The only exception is the Robinson Club Apulia: where the minimum distance set in Italy of 1m applies, since this summer there will be more Italian than German guests in the club.
- **Can I buy a face mask at the Club?**
Yes, face masks are available at an extra charge in the Clubs
- **What payment options are available to me at the Club?**
We recommend cashless payment, i.e. with EC or credit card, but of course you can also pay with cash.

Before Arrival

- **What do I need to take with me for my holiday (Covid-19)?**
For the duration of your holiday, you must bring your own suitable mouth and nose cover (face mask, scarf, cloth).
- **What can I do at home before my arrival?**
*Please collect the arrival form (registration form) online, fill it out, print it out and have it ready for the check-in at the club. You can find the registration form on Robinson.com and in the ROBINSON App. All guests will also receive a pre-departure mailing with registration form before arrival.
<https://www.robinson.com/de/de/anreiseformular/>*

Front Office

- **Can I check-in online?**
*Not at the moment, but an arrival form, which should be filled out in advance, is available via the App or via ROBINSON.com.
<https://www.robinson.com/de/de/anreiseformular/>*

F&B: Restaurant

- **Do I have to wear a face mask in the restaurant?**
When you enter the restaurant, you must wear a face mask. In the restaurant you must ensure that the minimum distance (1.5 m) is maintained. In the buffet area the face mask must also be worn. Only at the table the face mask, only at the table a face mask is not obligatory.
* The only exception is the Robinson Club Apulia: where the minimum distance set in Italy of 1m applies.*
- **Can we eat together in a group?**
There can be as many people at one table as the respective country restrictions allow.

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- **Do the ROBINS sit at the table?**

The Robins have tables in the restaurant that are reserved for them. However, they can also eat with guests if the distance and the maximum number of people allowed by the respective country restriction is maintained.

- **Can I get my own food from the buffet?**

*In order to comply with the regulations, the buffet has a one-way system (runway with entrance & exit). You will receive the plate with the desired food from the employee, i.e. the food cannot be taken by the guest himself (no self-service) *.*

**In Austria self-service is permitted. However, the special hygienic precautions (cleaning of hands on a disinfectant dispenser) must be maintained.*

- **What are the opening hours for the restaurant?**

There are extended restaurant opening hours due to the current occupancy regulations to avoid overcrowded situations. The exact opening hours of the are shown in the app from the reopening day. Our speciality restaurants are open on selected days for a certain number of people & can be visited subject to the rules of distance. The bar can also be visited.

Children's meals are integrated into lunch and dinner in the main restaurant.*

**Except for ROBINSON Club Apulia: there the children's lunch is held in the children's restaurant.*

Bar

- **After dinner I would like to have a drink at the bar, is that allowed?**

Drinks can be ordered at the bar, subject to the distance rule. We have set up special serving stations at our bar for this purpose. Furthermore, you can take a seat at one of the tables as usual. You can get the drinks at the serving station or the service employee takes the order and serves the drink afterwards.

Sport and Activities

- **What does the WellFit Active Program look like / How many participants are allowed?**

A certain number of people may participate in the WellFit-Active courses in the group fitness room / on the WellFit levels depending on the size (varies per club). The exact allowed number of participants can be seen in the app from the day of opening.

Currently all courses are held as station courses, i.e. the participant does not leave their defined area. Course formats that require a lot of room capacity (all dance/step formats, functional training in a circuit or with movements where you need a lot of space) are currently not used.

Popular WellFit-Active courses are offered several times a day so that all guests have the chance to participate.

- **How can I register for the WellFit-Active courses?**

The registration for the WellFit-Active courses can be done via the app or at the reception. The staff at the reception will then register the guest for the desired course.

- **What do I have to consider when using the fitness studio?**

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A limited number of people may stay in the fitness studio at the same time. The minimum distance of 1.5m to the other guests must be maintained. You are obliged to disinfect the equipment after use.

- **Which sports are offered?**

All sports that were available in the respective club before the closure are offered. Sports where physical contact is difficult to avoid (beach volleyball, soccer) are currently not actively offered in the program.

However, there is nothing to prevent a family, for example, from playing football or volleyball independently. The exact rules are explained on the information signs at the Club. Balls are available in the club and are disinfected for the next person after each use.

Entertainment

- **What does the entertainment program look like?**

There is a daily varied entertainment program. The health of guests and employees is of course our top priority at all times, which is why some items on the program are adapted to Covid-19 hygiene standards.

- **Are there evening events?**

There will be smaller events in the theatre (where available) or other locations in the club, taking into account the current legal requirements regarding Covid-19 hygiene standards.

- **Are there still parties, chessboard (dance floor) and is the NiteClub open?**

Due to the current legal regulations we have adjusted our program: will have a lot of live entertainment in the evening and keep the NiteClub closed for the time being.

- **Is the "Meet and Greet / Solo Traveller Table" still being offered? What is the procedure there?**

Yes, with advance reservation via the app. The common dinner will take place under regulations of the Covi-19 distance rules and hygiene measures.

- **Will there be a ROBS program?**

The ROBS program will take place under regulations of the Covid-19 distance and hygiene rules.

WellFit - Spa (cosmetics & massage)

- **Do I have to wear a face mask during treatments?**

YES, a face mask covering mouth and nose must be worn during all body treatments. During facial treatments you can remove your face mask.

- **Can I have massages/beauty treatments?**

A variety of massages and beauty treatments are offered. The offer can be viewed via the ROBINSON App and can also be booked directly online.

ROBY CLUB (3 – 6 Years)

In the FOR FAMILY Clubs a programme for children is offered 7 days a week and in the FOR ALL Clubs 6 days a week; both in the mornings and afternoons (weather permitting the programme will take place outside).

To ensure the health and safety of both children and staff, the number of participants is limited. Children must be registered in advance for each programme/activity.

In between programmes ROBY CLUB undergoes a full cleaning and is therefore closed. Advance registration is mandatory to participate, ROBY CLUB is open exclusively for registered children.

- **Can my 2 year old child participate in the ROBY CLUB activities?**

2 year olds are only looked after in the FOR FAMILY CLUB and only if accompanied by a parent to ensure that the minimum distance according to current regulations can be observed.*

- **How can I register my child for the ROBY CLUB?**

We use the ROBINSON App for registration. Parents register their children individually for each programme/activity via the app. Registration is possible until the maximum number of participants per programme is reached. Registration opens the day before.

- **Can I use the premises of the ROBY Club together with my child?**

ROBY CLUB premises are reserved exclusively for children registered via the app. This is necessary in order to comply with hygiene regulations.

- **What is the program offered typically like?**

Given the current situation, programmes are designed to minimize physical contact between the children. In addition, a large part of the program takes place outside (weather permitting), in the club grounds or within the resort.

- **Is there a children's meal schedule? Are the children looked after during mealtimes?**

Due to current legal requirements, children's meals are integrated into the main meals lunch and dinner. There are no childcare ROBINS supervising during mealtimes. Parents and children are eating together.*

- **Can I accompany my child to the ROBY CLUB program?**

Unfortunately, parents are not allowed to accompany their child in the ROBY CLUB and to join the programme due to current regulations.

- **Is there a children's show?**

Due to the current situation and in order to ensure safety there will not be a children's show at the moment. The minimum distance cannot be maintained during the individual performances as well as during outfit changes and make-up.

- **Can we use the children's playground (outside the ROBY CLUB)?**

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The playground is open. The Covid-19 social distancing and hygiene rules apply here.

- ***Does the club still offer babysitting services?***

As the minimum distance cannot be maintained when looking after young children, babysitting services can unfortunately not be offered. We recommend the use of our baby monitors.

R.O.B.Y. (7 – 12 years)

- ***When and how will the R.O.B.Y. programme take place?***

We offer morning and afternoon programs: 7 days a week in the FOR FAMILY Clubs and 6 days a week in the FOR ALL Clubs (weather permitting the programme will take place outside)

To ensure the safety and health of your children and childcare ROBINS, the maximum number of participants per programme/activity is limited.

If a certain number of children between the ages of 7-12 years is present at the club, the programme on offer will take place separately divided by age groups: 7-9 year olds and 10-12 year olds.

Children must be registered in advance for each programme via the ROBINSON App in order to participate.

- ***How can my child get registered for the R.O.B.Y. programme?***

Children are registered by their parents individually for each programme using the ROBINSON App. Registration is possible until the maximum number of participants per programme is reached. Registrations can be made until 08:30 am of the respective day. Registration is opened the day before.

- ***How are drop off and pick up times arranged for children participating in R.O.B.Y. programs?***

Children from 7 to 12 years of age can come to the programme meeting point on their own and can also leave the programme by themselves after confirming with a ROBIN. For activities taking place outside the club grounds, it is not possible to leave the programme earlier.