

Important information regarding your stay

Dear guest, under these extraordinary circumstances we kindly ask you to take extra caution and follow instructions given by us and the Norwegian government to avoid the spread of the Covid 19. We at Comfort Hotel Runway want to make your stay as safe and comfortable as possible. Please read through the information below before your stay.

- Mandatory quarantine of 10 days for all who arrive in Norway from the government-labelled "red zones". **You must let the staff know immediately if you're experiencing any symptoms of Covid 19.** The Norwegian government has given the police authority to provide fines or imprisonment for those who do not comply with the quarantine rules.
- When in quarantine you must stay in your hotel room at all times, with one exception. You are allowed to leave your room and the property for walks in the local area, for smoking, etc. However, it is strictly prohibited to use public transport or visit any stores, and you must **wear a face mask and keep your distance from others** (minimum 1 meter) when leaving your room.
- There will be no room cleaning during your stay. This is due to infection prevention. All rooms are cleaned thoroughly after check out. We have supplied you with extra towels in your room, if you need additional towels, or refills of any amenities during your stay, please contact the reception by phone (contact information below).
- Meals will be delivered up to your rooms 3 times per day. Breakfast at 08:00, Lunch at 13:00 and dinner at 18:30 every day.
- If you develop symptoms of Covid-19 (fever, cough, headache, shortness of breath etc) please call down to the reception and we will put you in touch with the local health services.

We hope you enjoy your stay! We are still in a pandemic and nothing is quite as it used to be. You might experience some waiting time for check.in, check out and meal delivery. We therefore kindly ask you for your understanding and patience and thank you for following our guidelines during your stay. For updated information and news regarding Covid 19 in Oslo and Norway please see the Norwegian institute of Public Health website: <https://www.fhi.no/en/>