



# Frequently Asked Questions

## You ask, we answer!

Frequently Asked Questions: You ask, we answer! We are currently receiving many enquiries. Frequently asked questions will be answered here.

### **Which facilities are still open?**

Under the condition that the hygienic requirements are met, the following facilities are open:

- Grocery stores
- Weekly markets
- Pick-up and delivery services
- Beverage markets
- Pharmacies
- Medical supply stores
- Drug stores
- Petrol stations
- Banks / Saving banks
- Post offices
- Dry cleaner
- Self-service laundries
- Newspaper stands
- Hardware stores, gardening stores, & pet supplies stores
- Wholesales
- Snack bars and streets sales of drinks and food (no consumption on site, no outdoor seating)

### **Which facilities and businesses are closed?**

Closed to the public are:

- All restaurants, ice cream parlours, cafés, mobile ice cream vans, bars, clubs, discos, pubs
- Theatres, opera houses, concert halls, museums
- Trade fairs, exhibitions, cinemas, zoos, leisure parks and providers of leisure activities (indoor and outdoor), special markets, amusement arcades, casinos, betting shops
- Public and private sports facilities, swimming and fun pools, gyms, saunas
- Beauty salons, nail and tattoo studios
- Hairdressers

- Retail outlets
- Playgrounds

### **What about health care facilities? Are they still open?**

All health care facilities will stay open as long as hygienic requirements are being considered.

### **What are these hygienic requirements that have to be considered?**

Open establishments and facilities have to make sure that all feasible hygiene measures are implemented. For this purpose, access controls might be necessary as well as sufficient spaces (at least 1.50 m) to avoid the formation of queues and groups. It has to be ensured that there are enough facilities for employees to wash and sanitise their hands.

1. Customers have to be made aware of the use of cashless or contactless payment.
2. Information signs should be displayed in the checkout area at each checkout indicating the required distance to other customers or the sales staff.
3. If necessary, markings shall be placed in the area of the checkout queues to ensure the minimum distance between customers.
4. In the event of large customer crowds, the shop is to be closed temporarily in order to avoid large queues at the checkout area. Should a crowd of customers form at the entrance door as a result, customers must be advised to dissolve it.
5. Additional instructions for the use of gloves and/or pliers must be displayed in the fruit and vegetables section as well as in the baked goods areas. Disposable gloves and tongs must be kept in sufficient numbers.
6. Spitting protection devices must be installed at the cash desks or other suitable measures must be taken to protect the cashiers.
7. The measures shall be adapted to the respective company and the size of the company.
8. In the case of cafeterias and hotels, the distance between the tables must be two metres. The maximum number of persons per table is limited to four.

### **What does the ban to enter public places mean for me?**

It is forbidden to enter public places. Public places particularly include streets, paths, pavements, public green spaces and parks. The ban shall initially apply until Friday, April 3.

### **Are there any exceptions from this prohibition?**

Excluded of this prohibition are enterings of public places

- that are necessary to avert an immediate danger to body, life and property;
- that are necessary for the purpose of medical, psychotherapeutic or comparable treatment;
- that serve the care and assistance of persons in need of support;
- that are necessary to cover the basic needs of daily life, such as the purchase of food;

- that are necessary for professional purposes including the accommodation of children in emergency care;
- for marriage ceremonies within a small circle of family members;
- for funerals among close family;
- if these public places are quickly passed through alone, in twos or with persons living in the same house as you. This also applies to the necessary care of pets that have to be taken outside. However, parks and green areas are generally closed.

### **Are car and bike repair shops still open?**

Repair shops for cars and bikes are open for repair services - provided that a safe distance can be maintained during the work, no groups are formed among employees and hygienic regulations are ensured.

### **What is a general decree?**

A general decree is an administrative ruling which is addressed to a group of persons determined or determinable according to general characteristics or which concerns the public-law status of a matter or its use by the general public. Please note that there is no individual notification.

### **I suspect I have been infected with coronavirus. Where can I get tested?**

Together with the districts of Germersheim and Südliche Weinstraße, the city of Landau has set up a Diagnosis Center at Alfred-Nobel-Platz in Landau. People with well-founded(!) grounds to suspect an infection can get tested there. This testing station in the form of a "drive-through" will be operated on weekdays from 4 to 8 p.m.

Anyone wishing to be tested needs have a referral (a so-called "Laborüberweisung" in German) from a doctor. Please note: Before visiting your doctor, call her or him first and register by telephone. The referral has to be picked up at the doctor's by a person with any symptoms. With the referral, you can head towards the test station in a car only! The person to be tested remains in the car and must identify himself or herself with his or her identity card or passport.

What is also important: on the referral, a phone number or e-mail address has to be noted. The test result is available two days later. Please call your doctor to get the results. If necessary, the responsible health office will also inform you. Only those who have returned from a risk area AND show symptoms, or who have had proven contact with a person tested positive for the coronavirus - for at least 15 minutes and at a distance of less than two metres – will be tested at the Diagnosis Center. Persons who cannot drive or be driven to the test station by car are asked to dial 116 117.

### **Are hotels still open?**

Hotels are not to be used for touristic purposes. Overnight stays for business travellers are possible.

### **Am I allowed to use public transport?**

The use of local public transport is only permitted if it is absolutely necessary (e.g. visiting a doctor, buying food, travelling to/from work), not for leisure purposes, whereby a distance of at least 1.50 metres must be maintained from other people when using it.

### **Can I still ride a bike, jog or go for a walk?**

Yes. Sports, walking and exercising outdoors are permitted, but only alone or with members of your household, and as long as no groups are formed. Please keep your distance! However, parks and green areas are generally closed and cannot be used.

**Can I still walk my dog?**

Yes, that is of course still possible - if you do it alone or with the people living with you, as long as no groups are formed. Please keep a distance of at least 1.5 meters to other people.

**We're moving houses. Can I still do that?**

We recommend avoiding any gatherings of people and would therefore recommend postponing any moves if possible. However, should the move be really necessary, we ask you to reduce the number of helpers to a minimum and to stick to the known safety measures (distance, masks, gloves, hygiene etc.).

**My partner does not live with me. Am I still allowed to visit her/him?**

We can understand and comprehend that you wish to be with your partner. If you do not want to avoid the visits, try to limit the stay to only one of your homes in the next days or weeks.

**My partner and me, we are separated with kids. What shall we do?**

Families where the parents are separated parents and the children are at home with both parents alternately in terms of space and time, can continue to maintain their usual routines. This includes, for example, trips and journeys with their children to the home of the other parent. It is also possible for the parent who lives somewhere else to have contact with his or her children. Please make sure to observe the hygienic regulations and stick to them as strictly and consistently as possible. Physical proximity should also be kept to a minimum.

**Can my child do the shopping?**

In general, you should make sure that your children have as little outside contact as possible. So better go to the stores yourself and do not send your children.

**Can I still receive private visitors?**

Social contacts should be avoided unless they involve care or medical treatment.

**Is it true that only cremations are allowed?**

Cremation is currently a sensible recommendation, but burials are still allowed.

**Is it still allowed to go to the cemetery?**

Yes, but only alone, in pairs or with the people who live with you in the same flat. Please keep your distance of at least 1.5m to other visitors. The funeral halls are closed.

**Can I still view properties?**

Estate agents are still allowed to enter properties that are for sale or for rent (e.g. to make a film or take photographs). Viewings are not permitted.

**Is it recommended to pay cashless?**

Pens for signing or card readers with PIN entry may be more contaminated than cash. If cashless payment is not possible without contact to any devices, it is recommended that you wash your hands immediately afterwards or, if possible, sanitize them.

**I am worried about the homeless.**

Each municipality has facilities that are intended to accommodate the homeless. These are arranged through the administration of the city of Landau.

**Are medical treatments possible in private practices or at home?**

If the treatment is medical and not cosmetic, this is still allowed. The appropriate hygienic and safety measures must be met (mouth protection, disposable gloves, etc.). Cosmetic treatments are prohibited.

**I perceive that many people spend time in DIY stores and garden centres, and shop there. Why is this allowed?**

DIY superstores and garden centres carry a large number of products for urgent daily needs. Nevertheless, it is advisable to avoid unnecessary purchases and visits. The store operators are required to take appropriate precautions to ensure that visitors and employees are protected.

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