Frequently Asked Questions:
You ask, we answer!

We are currently receiving many enquiries. Frequently asked questions will be answered here.

What facilities and businesses are closed?
Closed to the public are:

- Clubs, discos, shisha lounges, and similar establishments,
- Trade fairs,
- Leisure parks
- Indoor swimming and fun pools, saunas, thermal baths, spas, wellness centres, and similar establishments.

In Landau, the Jugendstil-Festhalle, the Alte Kaufhaus, the municipal galleries and museums as well as the open-air swimming pool at Prießnitzweg will also remain closed for the time being.

I suspect I have been infected with coronavirus. Where can I be 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. This testing station is operated in the form of a “drive-through”. People with well-founded(!) grounds to suspect an infection can get tested there. In the meantime, the criteria for being tested have been extended: It is now possible to receive a testing even if there are only small signs of a possible corona infection, and even if there has not been a direct contact to an infected person.

Anyone wishing to be tested needs to 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 from the doctor’s by a person without any symptoms. Alternatively, if you show symptoms such as coughing, fever or respiratory distress, you can contact the 24-hour hotline of the state of Rhineland-Palatinate on 0800 99 00 400. In the event of a justified suspicion, they can also initiate further diagnosis and treatment.

What is also important: on the referral, a phone number or e-mail address has to be noted.

In order to relieve the burden on general practitioners in the current corona crisis, a Corona Clinic supplements the drive-through diagnostic station of the city of Landau and the district of Südliche Weinstrasse at Alfred-Nobel-Platz in Landau. The clinic will be used to treat infectious respiratory diseases where a corona infection (even a vague one) is suspected as well as for patients who have already tested been positive or who are suffering from Covid-19. Appointments for the corona clinic are made by the family doctor’s practice.
What are the hygienic requirements that have to be considered in shops or public facilities?
The manager of a shop has to make sure that the required hygiene measures, such as the provision of disinfectant and protective screens for cashiers, are met. He or she must ensure that crowds of people in front of or inside the establishment are avoided and that there is no more than one person per 10 square metres of sales area in the establishment. If the total sales area is bigger than 800 square metres, no more than one person per 20 square metres is allowed.

A minimum distance of 1.50 metres between persons must be kept within the facility. In addition, the staff of the facilities/shops as well as customers and visitors must wear a mouth-nose cover – this also applies when queuing up in front of the facility. Employees are not required to wear a mouth-nose cover if other suitable protective measures are taken, in particular protective screens, or when no customers are present.

Furthermore, if it is foreseeable that a customer will have to stay in the respective facility longer than 15 minutes, contact traceability has to be ensured. For this purpose, the contact data (surname, first name, address, telephone number) must be collected in compliance with data protection regulations and kept for the period of one month.

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 to wash your hands immediately afterwards or, if possible, sanitize them.

Can I receive private visitors?
Every person is encouraged to keep close and prolonged contact with persons other than members of his or her own household to a minimum. Wherever possible, a minimum distance of 1.50 metres should be maintained between persons not living in the same household.

Can I still ride a bike, jog in the park or go for a walk alone?
Yes. Sports, walking and exercising outdoors are permitted, but only alone, with members of one's own household, or amongst members of one's own household with one or more persons from one other household. Please keep your distance – at least 1.5 metres!

When is it compulsory to wear a mouth-nose-cover/mask?
When using public transport, i.e. in buses, trains, in railway stations and at bus stops, and when shopping, the wearing of a mouth-and-nose cover/mask is mandatory. This also applies to visits to the hairdressers, weekly markets, banks and savings banks, waiting rooms, dry cleaners et cetera – everywhere where the minimum distance of 1.5 meters cannot be maintained. Wearing a mask is also necessary for pick-up, and delivery services as well as for street sales.

Can I put a scarf over my mouth and nose instead of a mask?
Yes, the obligation to wear a mask is also met by anyone who wears a self-sewn mask or covers his mouth and nose with a scarf or cloth. However, a T-shirt that is pulled up so that it covers mouth and nose is not sufficient.

Does my child have to wear a mouth-nose-mask?
Children up to the age of six years are excluded from the obligation to wear a mask.
For health reasons, I cannot wear a mouth-nose mask. What shall I do?
The obligation to wear a mask does not apply to people who cannot be expected to wear a mouth-nose-cover because of a disability or for health reasons. The health restrictions must be proven by a medical certificate.

I don't have a mask yet. Where can I get one?
There is now a wide range of masks available online and offline, especially so-called "community masks", i.e. reusable fabric masks. In Landau, they are available in many shops. Alternatively, there is the possibility to get self-sewn masks via the "Landauer Maskenbörse" (only available in German!).

How do I clean my fabric coronavirus face mask?
In order for a mouth-nose-mask to protect against infection, it may only be worn once for a maximum of three hours. Then it must be cleaned either by ironing it thoroughly and hot, washing it in the washing machine at a temperature of at least 60 degrees Celsius. You may also heat it in the oven at 80 degrees Celsius for five minutes.

Will people not wearing a face mask be punished?
Violations are punished with a fine of 10 Euros. If employees of open shops or facilities do not wear mouth-nose-masks, this is to be punished with a fine of 250 Euros for the shop managers, unless other protective measures are taken, in particular separating screens. In addition, in the event of violations, people can be sent off the premises.

What hygiene rules apply when attending services of communities of faith?
When attending services, the following of distance regulations and the wearing of masks are mandatory. The maximum number of participants is one person per 10 square metres of floor space. It has to be ensured that chains of infection can be traced quickly and completely for a period of 1 month. No objects may be accepted and passed on. The clergy, as well as lecturers, prayer leaders, cantors, pre-singers and precentors are exempt from the obligation to wear a mouth and nose cover, if additional safety measures are ensured, such as keeping a greater distance or transparent partitions. The use of a choir and an orchestra is prohibited. The use of congregational singing should be avoided. If the service is held outdoors, the obligation to wear a mouth-nose-cover does not apply.

Are hotels open?
If the hygiene requirements are kept, hotels, guesthouses, inns, guest houses and similar establishments, holiday homes, holiday apartments, private accommodation and similar establishments, youth hostels, recreational, holiday and training homes, holiday centres and similar establishments, as well as camping sites, caravan sites, and similar establishments (provided that the camping units, caravans and similar establishments have their own sanitary facilities) are reopened for tourist purposes again.

Am I allowed to use public transport?
Yes, but a distance of at least 1.50 metres from other people must be maintained. In addition, a mouth-nose cover has to be worn. This applies not only in buses and trains, but also in the associated facilities such as in stations and at bus stops.

We're moving houses. Can we do that?
We recommend avoiding any gatherings of people and would therefore recommend postponing any removals if possible. However, should the move be 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.). Please note that in public areas, i.e. also when loading and unloading the removal vehicle, contact restrictions must be met, unless a removal company or other service provider is at work.
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?
Separated parents whose 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 meet the hygienic regulations and stick to them as strictly and consistently as possible.

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.

Is it true that only cremations are allowed?
Cremation is currently a sensible recommendation, but burials are still allowed.

Is it allowed to go to the cemetery?
Yes, but only alone, with members of one's own household, or amongst members of one's own household with one or more persons from one other household. Please keep your distance of at least 1.5m to other visitors. At funerals at closed spaces, the spouse, life partner or fiancé(e) of the deceased, as well as first- and second-degree relatives of the deceased and persons of one other household may be present. In addition, other persons may also participate, if it is ensured that no more than one person per 10 square metres of room area is present.

Can I view properties?
As a real estate agent, you may still enter properties that are for sale or rent (e.g. to make a film or take photographs). Viewings are generally permitted, but try to keep the duration to a minimum and pay attention to the necessary hygienic measures. Per viewing, the estate agent and persons from one other household may be present.

Can I train/exercise in a group or club?
Yes, training in amateur and leisure sports is permitted outdoors, given that the minimum distance of 1.5 metres between people is kept. For this purpose, the use of facilities and sites, with the exception of indoor swimming pools and fun pools, is permitted provided that the required hygiene and safety measures are followed and the owner of the facility or site has expressly agreed to an opening.

May I go into the forest and may I drive my car to a distant forest area to go for a walk?
We strongly recommend that you limit the radius to your own area and the surrounding area - although there is no such requirement. Please note that going for a walk is only allowed alone, with members of one's own household, or amongst members of one's own household with one or more persons from one other household. When out for your walk, do not stop to chat with others - even if you keep a safe distance.

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