

Dear team,
dear guests,
dear friends!

Today we had to make the most difficult decision in 20 years of our business. We had to close all our Wombat's hostels temporarily.

The current situation with COVID-19 has brought to a halt what we all love – travelling, gathering and making new friends at new places. We need to ensure that our guests and employees are safe and show solidarity by taking the governmental restrictions seriously to flatten the COVID-19 curve.

Unfortunately, we don't know how long this situation is going to last. One thing that is certain: We can only overcome this crisis together. We indeed feel the strong solidarity within the Wombat's family.

Nothing like this crisis could be better proof to show what strong teams we've built. There's so much trust in each other, passion and commitment. We couldn't wish for any better staff than those surrounding us. Thank you!

Of course, we are trying to retain all our staff. We are in discussion with local European authorities, trying to get the best possible deal for our teams with the **clear commitment** that we want to preserve as many jobs as possible.

A heartfelt **Thank you** also to our extended Wombat's family, our wonderful guests who overwhelmed us with comforting messages and positive thoughts during this tough time.

Many of you are still waiting for us to contact you regarding your bookings. We want to reassure you that we will answer all inquiries as soon as possible. Please understand that we are dealing with **cancellations** flexibly and trying to find the best solutions for both ends individually. Thank you for your great patience, understanding, and cooperation so far!

In the meantime, we are trying to support the country's most in need by **offering our houses and beds** as emergency hospitals.



Create Our Future Now

We are convinced that we, as a society and transnational community, will overcome this crisis. We are now learning that we can't take things for granted. We will gain new appreciation for old habits, for the freedom of travelling, for the possibility to meet friends wherever and whenever we want to.

In the wake of these events hopefully we all will not immediately switch back to business as usual but rather question topics that should have been questioned for the longest time.

"It is our responsibility to provide a safe and clean environment, where everybody can be part of an open-minded community."

This is Wombat's mission statement that we defined long ago. Hopefully, this sense of responsibility for the environment and those around us will be in the air when we meet again.

We now focus on our responsibility as entrepreneurs, as employers and as members of the global community fighting the virus. Taking responsibility and spreading hope is the basis for creating our future.

We ask you to take responsibility as well. Please stay at home and don't spread the virus.

Finally, we want to thank all our guests and employees who make Wombat's the special place that it is!

Take care & stay healthy! #createourfuturenow #businessunusual

Marcus & Sascha

Founders & Owners Wombat's The City Hostel

PS: If you have any questions, concerns or thoughts to share please don't hesitate to contact us at via www.wombats-hostels.com/contact/

