



Dear Citizens,

The Office Lauenburgische Seen will be offering administrative services at the locations in **Ratzeburg** and **Groß Grönau** again from **11.05.2020** at the usual operating hours. On the other hand the office in **Sterley** for organisational reasons will remain **closed** until further notice.

In order to ensure the best possible protection for you and the administrative employees of this office, you are asked to adhere to the following "**rules**":

1. Personal contact with the staff of the local administration should be avoided, if possible bring the **Telephone, E-mail** or **Postal Service** in use. Many of the services can be easily carried out in such ways.
2. If a personal interview is unavoidable, **please make an appointment in advance by calling or emailing** the respective clerks. The accessibility details can be found on the homepage of the Office ([www.amt-lauenburgische-seen.de](http://www.amt-lauenburgische-seen.de)) or via the central telephone number 04541 / 8002-0. Without a prior appointment, it may take longer time to wait.
3. Persons who have returned from a **stay abroad / risky areas in the last 14 days** or **have had contact with an infected person** and **currently have signs of a respiratory infection such as** (cough, sore throat, scratchy/dry throat, breath shortness - with and without fever- or muscle and joint pain - are not allowed to enter the administration building!
4. When entering the building, please observe the **signs** and **hygiene instructions!** Please enter the administrative building only with the demonstrably **required group of persons**; all other persons are asked to stay outside the building.
5. In order to be able to trace the infection chain in case of infection with the corona virus, as soon as entering the administrative building **details** such as (date, last name, first name, telephone number as well as the visited clerk) are to be collected in compliance with the valid Data Protection Regulations.

6. In the administrative building there is an **obligation to wear a mouth-nose covering (Mask)**. Please wear this cover when entering the respective building, as you already know it from the retail trade. Otherwise, you must be denied access to the departments of the Office/Municipality.



7. Comply with the **distance regulations!**



8. Observe the usual hygiene rules! **Please disinfect your hands** when entering the administration building at the provided disinfectant dispenser!



9. Please **leave the office immediately after the business has been carried out** and in compliance with the applicable distance and hygiene regulations!

Thank you very much!

Heinz Dohrendorff  
Administration Head