

Feel safe @ Mövenpick Hotel Frankfurt City during your stay

Dear guests,

we are looking forward to finally welcome you back to our hotel!

You will realize that we are not yet able to provide 100% of our usual service in all areas, but your safety and that of our employees is currently a top priority.

Accordingly, we have drawn up a hygiene plan for all areas of the hotel in accordance with the currently applicable legal requirements but also for your additional safety and hope that you can still enjoy a carefree stay with us!

Please note the following important information for your stay with us:

Important notice: What to do if symptoms of illness appear during your stay?

If you develop symptoms during your stay, you must isolate yourself immediately in your room and no longer enter common areas.

- Stay in your room and inform the hotel staff by phone.
- Do not enter common areas and stay in your room.
- Coordinate the further procedure with the hotel staff.

We would also like to inform you about the extensive hygiene measures that we have implemented in addition to our already high hygiene standards.

General Information

- Wearing masks is mandatory for all guests in the hotel
 - while seating inside the Meeting Room or Restaurant on your table you are allowed to strip-off your mask
 - Please bring your own mask with you
- Disinfection lotion is provided in each area of the hotel
- Please follow our instruction signs in the public areas and foyers and respect our employees instructions
- Please keep distance to other guests, at least 1,5 meters
- Only 1 person can use the elevator or persons of the same household
- All guests who visit the restaurant must register in advance with a QR-code in the "Luca-App" or register manually. You can find the QR-Code in the entrance area to the restaurant and on the individual tables.

Your Arrival

- On arrival, all guests who travel for touristic reason or guests with a reservation including breakfast must show a negative corona test that is not older than 24 hours as well as an identity card. A corona test has to be made twice a week if the stay is longer than 7 days.
There is no obligation to test for those who have been recovered or have been vaccinated. The corresponding confirmations must be presented on arrival.
For business traveler without breakfast reservation, a test is not required.
- We ask you to combine your check-out with your check-in to reduce further interaction with our staff and to save time during your departure
- We cannot provide a portage service to your room but we can put your luggage in front of your room
- Keycards, pens and our credit card machines terminals will be disinfected regularly
- Please bring your own pen
- We are providing disinfection of all surfaces

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Markus Lewe

Food & Beverage Services

- You can daily enjoy our breakfast at our restaurant from 06.30 am to 10.00 am.
- Our kiosk with beverages and snacks is available for you 24 hours at the reception.

Housekeeping

- We clean and enter your room only when you ask for it. For stays with duration of 2 or more nights your room will only be cleaned when required. If you wish a daily complete cleaning of your room or anything else in your room please inform our front office employees
- All rooms get ventilated for 24 hrs.
- In addition to our general cleaning we disinfect all surfaces and items like the telephone speaker and the TV remote. This requires that we reduce all items in your room that are not easy to disinfect. Should you miss anything you can get all customary items at our reception.
- Our gym is opened, please respect the maximum allowed number of 2 persons and the distance regular of 1.5 meters for this space.