



Jumeirah Stay Safe A Message to Our Guests



In order to keep yourself and others safe, all guests are required to wear a mask when lingering in all public areas.



Kindly respect the maximum capacity of two persons per elevator, excepting families who travel together.



Please remember to keep a minimum distance of **1.5 Meters** with other guests and hotel employees.



When coughing or sneezing, please cover your mouth and nose.



Kindly accept servicing of your room only in your absence.



Reservations in our restaurants and for your desired breakfast time are highly recommended due to government regulations on social distancing. Alternatively, please verify table availability in our restaurants prior to your visit.



Kindly inform us of your preferred checkout time a day before in order to ensure a smooth and safe departure.



Kindly accept that temperature checks will be done throughout the hotel.



Jumeirah Stay Safe Promise

A guideline on how we are keeping our guests safe

General

- ❖ Strict social distancing policy (distance of 1.5 meters) is practiced throughout the hotel.
- ❖ We provide sanitizing gel, sanitizing wipes and protective masks for every guest in your room.
- ❖ While in circulation, all guests are asked to adhere to our mask policy.
- ❖ All employees wear a face mask at all times and are temperature controlled every day.
- ❖ Sanitising gel pumps are abundantly available at all contact points.
- ❖ Contactless check-in and check-out (upon request).
- ❖ Doctors can be requested 24/7.
- ❖ All public areas are sanitized multiple times a day.
- ❖ Jumeirah Stay Safe guidelines and practices are developed in collaboration with Ecolab and Bureau Veritas, two of the industry's health and safety leaders.
- ❖ Additionally, the hotel has been awarded Bureau Veritas' Safeguard label, guaranteeing highest safety and hygiene standards.

Housekeeping

- ❖ Rooms are left vacant for three days after each stay as a safety measure.
- ❖ Non-mandatory paper items in your room have been removed. Digital newspapers and magazines are available free of charge on your in-room tablet or your own mobile device.
- ❖ Minibars will be disinfected and sealed after sanitizing.
- ❖ After your room has been sanitized, it will be sealed.
- ❖ Dedicated public area cleaning attendants to disinfect high-touch surfaces constantly.

Food and Beverage

- ❖ Sanitizing gel and sanitizing wipes at every table in the restaurant.
- ❖ Dedicated health and safety specialist in the kitchen.
- ❖ All our menus are digital. Single-use paper menus are available on request.



Hotel Facilities Information

Be assured that we do everything we can to make your stay at Jumeirah Frankfurt as memorable and safe as possible. The following services and facilities are available to your convenience. Kindly note that opening times and availabilities may vary during your stay.

Restaurant Max on One

Our signature restaurant Max on One offers a daily breakfast, that will be served as à la carte and buffet.

Breakfast: daily from 6:30 to 11:00

Lunch: closed, available at El Rayyan

Dinner: closed, available at El Rayyan

Restaurant El Rayyan

Discover authentic Lebanese cuisine at El Rayyan. Please contact our Front Office Team to make a reservation.

Monday to Saturday: 11:00 to 23:00

Ember Bar & Lounge

Visit our lobby bar for light snacks, drinks and coffee specialties.

Sunday to Thursday: 10:00 to 18:00

Friday & Saturday: 10:00 to 23:00

In-Room Dining

Enjoy an extensive breakfast in the privacy of your room or suite. Lebanese cuisine from Restaurant El Rayyan can be delivered to your room every day. At night, you can choose from our Night Menu.

From Friday to Sunday, we offer a special In-Room Dining menu with selected meals drinks from our signature restaurant Max on One.

Talise Spa

Talise Spa remains closed until further notice.

Fitness First Frankfurt MyZeil

A fully-equipped gym with an indoor swimming pool (from 18 years). Please contact our Front Office Team to reserve a time slot at the gym.

Monday to Friday: 6:00 to 23:00

Saturday & Sunday: 8:00 to 23:00