



Jumeirah  
FRANKFURT

## 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.



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



Reservations in our restaurants and for your desired time are highly recommended due to government regulations on social distancing.



## 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 the public areas, all guests are asked to adhere to our mask policy.
- ❖ All employees wear a face mask at all times.
- ❖ 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.
- ❖ Due to hygienic reasons, bathrobes will only be delivered to your room upon request.
- ❖ 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 available printed or digitally.

Kindly note that due to government regulations, availability of our facilities and services may be limited during your stay.



## Information for Tourist Guests

Due to government regulations, all guests travelling for a leisure reason will be required to provide one of the following proofs upon arrival at the hotel.

### **Antigen Rapid Test**

An officially certified antigen rapid test, which is not older than 24 hours, entitles guests to stay for leisure purposes. Antigen rapid tests without an official certificate cannot be accepted.

### **Self-Test**

You are welcome to purchase a self-test at our reception and carry it out independently under the supervision of our staff. Carrying out a self-test at the hotel costs €10.

### **PCR Test**

Guests are allowed to stay for leisure purposes when providing a negative PCR test. Please note that this must not be older than 24 hours.

### **Proof of Recovery**

An official proof of recovery or a positive PCR test, both older than 28 days but not older than six months, entitle guests to a leisure stay at Jumeirah Frankfurt.

### **Covid-19 Vaccination**

Leisure stays are allowed from 15 days after a complete Covid-19 vaccination with an EU-approved vaccine (BioNTech/Pfizer, Moderna, AstraZeneca, Johnson & Johnson). For vaccinations with Johnson & Johnson, one vaccine dose is sufficient, whereas two doses must have been administered with the currently other approved vaccines.

### **Long Stays**

In addition to the proof provided at checkin, all guests are required to present a negative antigen rapid test or PCR test twice a week for stays of a minimum of seven consecutive nights.

The above mentioned proof requirements do not apply to business and medical stays. For questions, please contact us via telephone at +49 69 297 237 0 or via email at [jfinfo@jumeirah.com](mailto:jfinfo@jumeirah.com).