



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.



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



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 the public areas, 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.
- ❖ 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.



## 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 buffet with additional options served à la carte. Due to government regulations the restaurant Max on One will temporarily only serve breakfast.

Breakfast: Daily from 6:30 to 11:00

### **Restaurant El Rayyan**

Due to government regulations the restaurant El Rayyan will remain closed temporarily.

### **Ember Bar & Lounge**

Due to government regulations the Ember Bar & Lounge will remain closed temporarily.

### **In-Room Dining**

Enjoy an extensive breakfast in the privacy of your room or suite.

Daily: 06:30 to 11:00

### **Talise Spa**

Due to government regulations the Talise Spa will remain closed temporarily.

### **Fitness First Frankfurt MyZeil**

Due to government regulations the Fitness First Frankfurt MyZeil will remain closed temporarily. For your convenience, we can deliver a yoga mat to your room upon request.