

Feel safe @ Mövenpick Hotel Frankfurt City in times of the Corona-pandemic

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

Your Arrival

- 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 portorage 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

Food & Beverage Services

- Breakfast will be served Monday until Sunday from 06.00am until 10.30am at our restaurant
 - Please order your preferred breakfast items during check in time via our menu. Share your breakfast time for the next day at our restaurant with our staff
 - For the time being our restaurant is opened only during our breakfast times which is 6.00am to 9.00am
- The hotel bar is opened daily from 12.00(noon) until 11.00pm
 - Kitchen is opened from 5.00pm until 10.00pm
 - Room service is available during breakfast time and in the evenings
- Our food and beverage selection and presentation will be adjusted to wrapped food, which might not meet our sustainability concept
 - The kiosk with drinks and small snacks is opened all-day. Please contact our reception team
 - The mini-fridge in the classic rooms can be used for food and drinks you bring with you. Minibar in our classic rooms is not equipped.
 - Our daily chocolate hour will not take place; you can find some sweet snacks at our reception kiosk

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. On a daily basis we will provide you with fresh towels and toilette tissue or shower gel in a bag on your door. If you wish a daily complete cleaning of your room talk to 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 3 persons and the distance regular of 1.5 meters for this space.