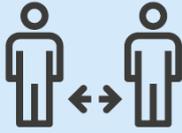


## Safety rules for your stay @ Mövenpick Hotel Frankfurt City



We make every effort that the minimum distance of 1.5 meters is given. These actions are related to e.g. check in process, catering at our restaurant as well as set up of meeting space or coffee break areas.



Our staff is wearing a mask in all areas where the minimum distance is not adequate or it is not possible to provide a separation due to operational. All guests are obliged to wear a mask according to the regulation.



Our staff is instructed to our all hygiene rules. Of course a regular hand-washing and disinfection by all our staff members is given in all areas. There is adequate possibilities for our guests as well to use disinfect in the entire hotel. We respect the etiquette while sneezing or coughing and we ask our guests to do so, too.



We avoid handshaking and handover of items will be done in prepared boxes only. Drinks and meals will be adjusted to wrapped food. Our service staff is using gloves. Our quality and friendly service is not impacted by this rules.



The ventilation and cleaning of our meeting facilities and spaces is done several times daily. Our air conditions and ventilation system is getting cleaned, monitored and maintained on a regular basis. Surfaces like doorknobs and elevator buttons are getting disinfected regularly. Keycards are getting desinfected after each use.



Work materials in our kitchen such as knife and cutting boards are used per each person. Our staff is wearing protective clothing, a daily cleaning of the staff's uniform is provided. There is only limited access to external suppliers. The stay of maintenance companies is documented.



There is an operational pandemic plan in which we have fix regulations to document suspicious case or to determining contact persons if there is a confirmed cases of covid-19. Each member of staff that feels sick stays home. Our staff has been training in dealing with customers who does not stick to our rules.