

## COVID-19 - Frequently Asked Questions (FAQs)

### 1. Are there specific hygiene rules as well as rules of conduct implemented in the hotel?

Yes. The extensive version of the hygiene and behavioral concept created for our hotel is accessible through our homepage [www.cp-frankfurt.com](http://www.cp-frankfurt.com).

### 2. Are there any notices in the hotel area?

In the hotel, the rules of conduct and specified routes are marked. Please follow the hotel guidelines. If you have any questions, please contact the staff and the hotel's safety and hygiene representative, who can be reached 24 hours via the reception desk.

### Do guests have to wear a mask?

Yes. According to the law, guests must wear a mouth and nose cover in all communal rooms in the hotel. This also includes the elevator, the public toilets, hallways the lobby area and restaurant (except at the table).

### 4. Is it possible to acquire a mask in the hotel by guests?

If you have forgotten your personal mask, it is possible to purchase a mask on site at the reception.

### 5. Are there any special features in the hotel room?

The strict hygienic requirements are also an important standard in the hotel business and are therefore an important standard in our hotel.

- ⊕ The rooms will continue to be cleaned daily, even if you stay for several days. If you wish no clean up, please indicate this at the room door or inform reception.
- ⊕ All items will be carefully cleaned with disinfectant cleaning agents.
- ⊕ Please avoid storing luggage in the hotel and take it to your room.

## 6. What to consider when arriving for a tourist stay?

Currently, it is necessary for tourist hotel stays to provide proof of 2G plus upon arrival, this can be presented as follows:

- ⊕ Complete vaccination protection for at least 14 days plus negative antigens COVID-19 test certificate - from the past 24 hours or a booster vaccination / proof of vaccination certificate or digital medium
- ⊕ COVID Recovery certificate - at least 28 days and not older than 6 months plus negative antigens COVID-19 test certificate - from the past 24 hours or a booster vaccination / proof of vaccination certificate or digital medium

## 7. What to consider when arriving for a business stay?

Currently, it is necessary for all guests staying at the Hotel, to provide a negative Corona proof upon arrival; this can be presented as follows:

- ⊕ Complete vaccination protection for at least 14 days / proof of vaccination certificate or digital medium.
- ⊕ COVID Recovery certificate - at least 28 days and not older than 6 months.
- ⊕ Negative Antigen COVID-19 test certificate - from the past 24 hours.
- ⊕ Negative PCR COVID-19 test certificate - from the past 48 hours.

In the case of several consecutive stays, a daily test must be taken and the negative test result must be presented. Otherwise, the guests must leave or, if the test result is positive, report to their health department immediately and go in to quarantine at home.

## 8. Is it possible that more than one person stays together in one room?

Yes. There are no further restrictions at this time.

## 9. Do the employees wear a mouth and nose protection?

Yes. All hotel employees are legally required to wear masks. We regret that you cannot see our smile, but we are always there for you. Please contact us.

## 10. Are the restaurant and bar open?

The restaurant remains closed in the current situation, the bar “L44” is open until 12:00 pm.

- ⊕ The food & beverage offer will be provided to you via a QR code.
- ⊕ Food and drinks are prepared on order and served individually.
- ⊕ Attention is paid to packaging and hygiene.

## 11. How will breakfast be served?

The 2G plus regulation also applies in the breakfast area. Breakfast will take place daily in our breakfast restaurant. Tables and chairs are set apart in order to comply with the statutory distance rules. Breakfast is served as a buffet, but with packaged goods instead.

- ⊕ Alternatively, you can have breakfast delivered to your room as a room service order.

## 12. What should be observed for events, meetings and conferences and are they presently feasible?

Yes, events are generally feasible. However, there are some constraints that need to be considered. We offer the perfect solution for your event through our spacious conference area, creative catering options and innovative technical solutions such as a Weframe One, Hybrid Events and much more - please contact us.

Currently, it is necessary for all guests staying at the Conference Center, to provide proof of 2G plus upon arrival; this can be presented as follows:

- ⊕ Complete vaccination protection for at least 14 days plus negative antigens COVID-19 test certificate - from the past 24 hours or a booster vaccination / proof of vaccination certificate or digital medium
- ⊕ COVID Recovery certificate - at least 28 days and not older than 6 months plus negative antigens COVID-19 test certificate - from the past 24 hours or a booster vaccination / proof of vaccination certificate or digital medium

### 13. Are recreational facilities open for guest's use?

Yes, the pool and fitness area is open. The 2G regulation also applies in the Wellness area. However, a maximum of 10 people may be in the pool, and 5 people in the fitness area at the same time. This area is currently reserved exclusively for our hotel guests only.

- ⊕ The Wellness Area with sauna and steam bath is currently closed.
- ⊕ Jogging routes are available around the hotel and the city forest nearby.

### 14. Does the hotel have emergency plans?

Yes. The hotel has emergency lists for nearby hospitals and doctors. Please ask our staff at the reception desk for further information if required.

### 15. Payment

Yes, you can pay cashless in all areas. We prefer contactless payment methods. Fast, safe and hygienic.

### 16. Does the hotel offer a transport and parking space concept for guests arriving and departing?

Guests can use public parking spaces in front of the hotel or the hotels parking spaces and garage. The ticket authorizes access. Please pay for the ticket at the pay machine. Cash and card payments are possible. The machines, entrance doors, bells on the doors are superficially, regularly cleaned and disinfected. The road traffic regulations apply in the garages. Please note the signs and the countersigned walkways in the garage and the hygiene stations when entering the hotel.

### 17. Terms and conditions

In general, the terms and conditions of the hotel apply. Cancellation conditions, changes and liability are regulated here.

As per: January, 11/ 2022