

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.

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 specialist staff and the hotel's safety and hygiene representative, who can be reached 24 hours via the reception desk.

3. 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, you can purchase a mask at the hotel reception upon request.

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 by disinfectant cleaning agents.
- ⊕ Please avoid storing luggage in the hotel and take it to your room.

6. What to consider when arriving for a stay?

Currently, it is necessary for hotel stays to provide negative Corona proof upon arrival (3G), 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 11 days and not older than 3 months max.
- ⊕ tested daily (self-test on site under supervision valid for 24 hours (7€), or from an official test center: antigen test valid for 24 hours, PCR test valid for 48 hours)
- ⊕ First recovered and then vaccinated once (on the 15th day after receiving the vaccine dose)

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

Yes. There are no further restrictions at this time.

8. 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.

9. 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 by QR code.
- ⊕ Food and drinks are prepared on order and served individually. The offer is smart, attention is paid to packaging and hygiene.

10. What should be observed for events, meetings and conferences?

Yes, the vast majority of event formats are uncomplicated and can only be carried out with very few conditions. With our spacious conference area, creative catering options and innovative technical solutions such as Weframe One, Hybrid Events, we offer the perfect solution for your event - please contact us.

11. Are recreational facilities open for guest's use?

Yes, the pool and fitness area is open. 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.

12. 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.

13. Payment

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

14. 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 hotel's 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.

15. Terms and conditions

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

As per March, 04/ 2022