



HOTEL
VIER JAHRESZEITEN
HAMBURG
EST. 1897

WHAT ARE THE REQUIREMENTS FOR THE ARRIVAL AT THE FAIRMONT HOTEL VIER JAHRESZEITEN?

For your arrival from Germany and abroad we need a negative COVID-19 test result from you. The test result of a PCR test cannot be older than 72 hours and for a rapid test no more than 48 hours. We ask fully vaccinated guests to present their vaccination card as proof after a protection period of 14 days. A recovery from COVID-19 can be proven with a positive PCR test result by laboratory diagnostics at least 28 days and a maximum of six months ago. If you are planning a longer stay with us, we kindly ask you to submit an updated negative rapid test result every 72 hours. According to current regulations, the rapid tests must be performed in an official test center. Children and young people under the age of 12 do not need a test result or proof of vaccination for the check in.

WHAT HAPPENS TO MY DATA?

All records are stored for four weeks and transmitted to the health department if necessary. Afterwards, they are disposed according to the data protection regulations.

WHERE CAN I GET TESTED?

We recommend the 'MEDI Service Center' in the pharmacy at the dermatological center, Stephansplatz 1-5, 20354 Hamburg, which is a seven minute walk from the Hotel. A rapid test and a PCR test can be performed here. Appointments can be booked online at <https://covid19-schnelltest-hamburg.de/>.

IS THERE A MASK REQUIREMENT AT THE HOTEL VIER JAHRESZEITEN?

In accordance with the hygiene regulations still in force, masks (medical or FFP2 masks) are mandatory in all public areas of the hotel as well as in the outdoor facilities. The mask obligation also exists for already vaccinated guests or convalescents. In the restaurant areas, sitting at the table, the mask may be removed.

ARE THE HYGIENE STANDARDS ADAPTED ACCORDING TO THE CORONA SITUATION?

Your safety is our highest priority. Our entire team is extensively informed and trained on the special hygiene standards and protective measures. Additional surface disinfection is provided at all times.

HOW DO YOU ENSURE COMPLIANCE WITH THE MINIMUM DISTANCE OF 1.5 METERS?

We have designed all operational processes in such a way that a minimum distance of 1.5m is maintained. You will find corresponding signage throughout the hotel at all relevant locations.

HOW DO YOU PROTECT GUESTS AND EMPLOYEES FROM INFECTION WITH COVID-19? WHAT MEASURES COME INTO FORCE AS SOON AS CORRESPONDING SYMPTOMS BECOME KNOWN?

Our employees are instructed to sign off from work in the event of symptoms. In addition, all employees are tested regularly.



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Guests with symptoms of respiratory infection or fever are not allowed to enter the hotel or must immediately go into quarantine. If symptoms occur during your stay or during the incubation period, please notify us immediately.

WHAT DO I HAVE TO DO IF THE TEST RESULT IS POSITIVE?

In case of a positive test result, we ask you to immediately inform our reception team and immediately perform a PCR test. Should this also be positive, the departure must take place immediately.

WHO BEARS THE ADDITIONAL COSTS FOR A QUARANTINE ROOM AND POSSIBLE RETURN TRANSPORT?

Any additional costs incurred due to a COVID-19 related infection, such as a quarantine room or additional travel expenses incurred, are the responsibility of the hotel guest.

WHAT HOME PROTECTIVE MEASURES PREVENT THE TRANSMISSION OF VIRUSES AND BACTERIA?

In the hotel, the prescribed minimum distance of 1.5m is maintained at all times, of course also in the restaurants. Likewise, you will find numerous disinfectant dispensers and disinfected pens for filling out registration forms and any documents. You will also receive your room key from us freshly disinfected and contactless via a tray. The elevators are only used by one person or a common household at any time.

WHAT PROTECTIONS ARE IN PLACE FOR HOUSEKEEPING SERVICES AT YOUR FACILITY?

Our housekeeping team works with disposable gloves and is intensively trained in the thorough cleaning and disinfection of your room. We kindly ask you not to stay in your room at the time of room cleaning. Please feel free to let the reception team upon arrival know what times you would like the housekeeping service to be scheduled.

DOES THE RECEPTION AND PORTER SERVICE ON ARRIVAL TAKE PLACE AS USUAL?

Of course, we will be happy to take care of your luggage. We will maintain the minimum distance required when escorting you to your room.

CAN THE TURNDOWN SERVICE TAKE PLACE IN THE EVENING AS USUAL?

The evening turndown service takes place on request and can be scheduled at the reception. Please inform our team at the reception upon arrival. During this service, we ask you not to stay in the room.

WHAT IS THE CURRENT BREAKFAST OFFER?

You are welcome to enjoy our buffet breakfast in Café Condi from 6:30 a.m. - 11:00 a.m. during the week and from 07:00 a.m. - 11:30 a.m. on weekends and holidays. In addition, you have the option to order your breakfast to your room via our in-room dining service.



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CAN I BE SEATED ANYWHERE IN THE RESTAURANT DURING BREAKFAST TIME?

We kindly ask you to wait until you are seated. As there are fewer seats available due to the specified spacing regulations, there may be short waiting times. We kindly ask for your patience and thank you for your understanding.

ARE OTHER RESTAURANTS OPEN IN HAMBURG? AND WHAT REGULATIONS APPLY THERE?

Currently, both outdoor and indoor catering has reopened in Hamburg. For outdoor restaurants, no negative COVID-19 test result is required. For indoor restaurants, you need a negative test result, which cannot be older than 72 hours in case of a PCR test and for a rapid test no more than 48 hours. We recommend that you install the luca app on your smartphone for contact information.

IS THE SPA AREA OPEN?

Our Vier Jahreszeiten Spa & Fitness is open and offers treatments and the use of the saunas and steam baths. We kindly ask you to show a daily negative rapid test not older than 12 hours at the spa reception or optionally a vaccination certificate (double vaccination plus 14 days protection period). Due to current requirements, only 1 guest / 1 household may use the sauna / steam bath at the same time.

WHAT PAYMENT OPTIONS ARE AVAILABLE AT THE HOTEL?

We ask you, if possible, to pay cashless both in the hotel and in our restaurants. Of course, you also have the option to pay with cash.