



HOTEL  
VIER JAHRESZEITEN  
HAMBURG  
EST. 1897

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

At Hotel Vier Jahreszeiten, we welcome our guests in compliance with the 2G plus regulations. Therefore, guests have to be vaccinated with a COVID-19 vaccine which is approved in Germany/ EU or recovered and need to submit a negative test result (either PCR or rapid test). However, the obligation to submit a negative test result does not apply to guests who have already received their third vaccination. We ask double vaccinated guests to present their vaccination card as proof after a protection period of 14 days as well as a negative test result (either PCR or rapid test). A recovery from COVID-19 can be proven with a positive PCR test result by at least 28 days and a maximum of six months ago. Children under the age of 6 do not need a test result or proof of vaccination for the check in. For children and young people between 6 and 16, the 3G rule applies and they either have to be vaccinated, recovered or tested. The PCR test cannot be older than 48 hours and a rapid test not older than 24 hours before arrival.

#### 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/>.

#### 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.

#### IS THERE A MASK REQUIREMENT AT THE HOTEL VIER JAHRESZEITEN?

In accordance with the hygiene regulations, masks (medical or FFP2 masks) are mandatory in all public areas of the hotel. The mask obligation also exists for already vaccinated and recovered guests. 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 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 any symptoms. In addition, all employees are tested regularly. 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.



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#### 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, 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 and bring you to your room.

#### HOW DO YOU HANDLE THE CURRENT BREAKFAST OFFER?

In compliance with the 2G plus guidelines, you are welcome to enjoy our buffet breakfast in Café Condi. In addition, you have the option to order your breakfast to your room via our In-Room-Dining service.

#### WHICH REGULATIONS APPLY IN YOUR RESTAURANTS AS WELL AS IN HAMBURG IN GENERAL?

Under the 2G plus regulations, only vaccinated or recovered guests who submit a negative test result (either PCR or Antigen test) have access to all our restaurants. However, the obligation to submit a negative test result does not apply to guests who have already received their third vaccination - the 2G plus regulation also applies to all restaurants in the city of Hamburg. We recommend that you install the luca app on your smartphone for contact information.

#### IS THE SPA & FITNESS AREA OPEN?

Our Vier Jahreszeiten Spa & Fitness is open under 2G plus regulations, offering treatments and use of the saunas and steam rooms. We kindly ask you to present your vaccination card (double vaccination plus 14 day protection period) or proof of recovery together with a negative test result (either PCR or rapid test). For those who have already received the third vaccination, the submission of a negative test result is no longer mandatory.