

MEET SMART, MEET SAFE

MARRIOTT MEETINGS + EVENTS



Dear guests,

The team of the Frankfurt Marriott Hotel has always had the greatest concern for you during your stay at the hotel with special quality, exceptional service and great confidence.

The Corona crisis has changed our lives. Much of what seemed normal and self-evident to us before has given way in recent weeks. The values we take for granted - quality, service and trust - are more important today than ever.

This is why we have developed a new standard, a commitment to a particularly strong hygiene and protection concept at the Frankfurt Marriott Hotel.

We want you to feel safe with us and that we all stay healthy. This is what we want to inform you about today, because we missed you. We are very pleased to finally be able to welcome you back in our house.

YOUR FRANKFURT MARRIOTT HOTEL TEAM

You can rely on that!

- We welcome you with a smile. Also behind the mask; you can trust in it!
- All employees have been intensively prepared by us for the new standards through training.
- Our employees wear masks and where necessary gloves.
- We keep our distance for everyone's safety. Please pay attention to the signs with corresponding instructions.
- Neuralgic traffic areas, such as elevators, may only be used with a mask and a maximum of 4 persons at the same time.

What do we pay attention to when cleaning?

- We use the most modern cleaning agents which have been specially developed for use against Covid-19.
- In public areas like lobby, fitness, reception, conference area and restaurants you will find easily accessible disinfection facilities for your personal use.
- We make regular tours, including disinfection of all highly frequented areas, such as toilets and elevators.
- We clean and disinfect details that touch your hands such as door handles, switches, shelves, fittings and stair railings.
- Our special cleaning and microfiber cloths are replaced after each tour.

How do you get through the hotel as contact-free as possible?

- Use the Marriott Bonvoy App for your reservations.
- Mobile Check In and Mobile Check Out enable you to stay contact-free.
- Use the mobile chat function of the Marriott Bonvoy App.
- Where customers and employees are in conversation, there are Plexiglas walls to protect everyone.
- Instead of newspapers we have the Press Reader App for you.

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And in the rooms and suites?

- Decorative pillows/decorative elements and dispensable paper material is removed from the rooms.
- Whatever remains in the rooms is disinfected (pens, bath amenities, irons, etc.)
- Cups are replaced by environmentally friendly To Go Cups.
- Spoons are replaced by wooden sticks.
- We provide personal disinfecting wipes free of charge in the room.
- Our cleaning staff is equipped with disposable masks and disposable gloves.
- The entire bathroom is disinfected (handles, shelves, fittings, shower walls, WC, hairdryer).
- Cleaning and microfiber cloths are replaced after each individual room cleaning.

Our service remains - promised!

- Our M-Club Lounge is open and offers a correspondingly adapted offer.
- You will find a variety of seating with safety distances of 1.5 meters.
- In the M Club Lounge, the lobby or at the food truck you will find enough space with a safe distance for breakfast, lunch or dinner.
- Many restaurants are not yet open. Take advantage of our Business Dinner and stay safely in the hotel.
- Our food truck offers juicy burgers also as take away.
- Our Fitness Center is open for you. Please observe the rules for safe distances here as well. Unfortunately, the sauna has to remain closed due to legal regulations.
- Choose from various snacks in our shop.
- You are welcome to bring all food and drinks to your room.
- We will gladly help you with a tray and the necessary accessories.
- You do not have a mask with you? Our shop offers you a selection of different hygiene products.

For your EVENTS, CONFERENCE and MEETING

- All measures in the public sector also apply to the event sector.
- We keep our distance - Please observe markings in the form of arrows, signs and distance bars. These indicate the legally required distance of 1.5 meters in all conference rooms and common areas for e.g. coffee breaks and lunch snacks.
- New seating plans define the number of people at meetings
- Our service staff will wear a mask and gloves, your banquet contact person will wear the red jacket as usual (Red Coat Service) to be visible for you and is your contact person for all questions and also for hygiene.
- Our Meeting Service App, as a free service, continues to be an important part of the communication between you as organizer and us as hosts.
- Microphones are disinfected and provided with a name tag. Each speaker receives his or her disinfected microphone in a hygiene bag.
- Contactless "briefing" on the existing technology in the room (projector, screen and sound system).
- Excellent internet connections allow conferences to be streamed live. "Corona-free zone"
- Your conference table will be disinfected by our staff before the event begins and during the lunch break.
- In addition, there are disinfecting tissues for your personal use on every table.
- The drinks on the conference tables are adapted to individual sizes per participant.
- The coffee break will be set for each participant personally on the conference table.

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Disinfection, cleaning, hygiene in the event area

- In front of the conference rooms and in the common areas you will find easily accessible disinfectant dispensers.
- We calculate one disinfectant dispenser per 50 people.
- In the conference rooms you will find disinfectants in the form of wipes and masks.
- For every 50 conference guests, we will provide a cleaner for your event who will ensure the disinfection and cleaning of the event area.
- You will also find disinfectant wipes during coffee breaks for individual cleaning when operating the coffee machines.

Our group check-in service

- In order to keep the waiting time of your guests on arrival short, we offer you an uncomplicated group check-in.
- All important information as well as the room key will be handed out to the guests in an envelope.
- The organizer is happy to enclose additional information from the hotel. (e.g. agenda, name badges, walking routes, directions, etc.)
- The group check-in can take place at a separate, designated place.
- All conference guests will receive a Hygiene Welcome Set in mini format.
- There is no need to fill out the individual registration form for group guests, instead a registration will be made using the guest list provided by the event.

Physical well-being is 'safely' provided

- Our entire range of drinks and food is adapted to Covid-19 hygiene measures.
- On request we also serve in individual packaging.
- We fulfil culinary wishes also for larger groups.
- Furthermore we offer a wide range of local and healthy products.
- Breakfast is served individually in our restaurant in compliance with the minimum distance.
- Coffee breaks are served directly to each participant personally on the conference tables.
- At lunchtime, our service staff can deliver the food in the form of a Bento Box directly to the conference table.
- Restaurant areas can be reserved exclusively for you and your group.
- Optionally we offer you the use of our food truck and the terrace in front of the hotel for lunch.
- Here the participants can enjoy the fresh air outside and keep their distance.
- For your and our health Masks are compulsory in various rooms of the house.
- Please follow the signs and wear your mask in the designated areas. These include, for example, lifts, public areas of the hotel and the toilets on the event floors.
- Guests with flu symptoms or a possible risk of infection are asked to stay away from the event.

Do you have any further questions?

Take advantage of our offer of a personal guided tour to convince yourself of our "Meet Smart, Meet Safe Concept" developed by Marriott.

We look forward to hearing from you.

Our event team is at your disposal daily.
Send us an e-mail or give us a call. We are there for you.

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*Where available.