

Dear guests,

your health and that of our employees is close to our heart. We would like to thank you for your trust and want to make your stay as pleasant as possible. Our aim is to make you feel as safe as at home.

For this reason, we have taken the following measures to contain the Covid-19 pandemic in our hotel as well as restaurants & bars:

OUR CORONA MEASURES

MASK DUTY - 1,5M DISTANCE - HYGIENE REGULATIONS

ALLGEMEIN

- Rest assured that our employees are intensively trained in important hygiene measures and in contact with guests in view of the current situation in accordance with the state requirements and regulations.
- All employees are tested twice a week with a Corona rapid test unless they are already fully vaccinated.
- We use a UV-C sterilizer rod to disinfect all surfaces and utensils.
- All public areas are equipped with disinfectants and are continuously cleaned.
- Handrails, doorknobs, lift buttons and metal surfaces in general are disinfected hourly.
- A guidance system in all public areas makes it easier for you to find your way around and to keep your distance.
- Use of professional air purifiers by Kampmann in public areas that filter 99.95% of viruses and bacteria. (www.ka-520.de)
- Anti-Corona surface coating on all surfaces in the public area with AIRDAL® Coating
 - At least 12 months of protection against viruses, bacteria, and germs.

FRONT OFFICE

- You have the possibility to register digitally as a guest before checking in.
- Disinfection of room and parking cards after each use, as well as pens.
- Use of professional air purifiers by Kampmann in public areas that filter 99.95% of viruses and bacteria. (www.ka-520.de)
- Anti-Corona surface coating on all surfaces with AIRDAL® Coating
 - At least 12 months of protection against viruses, bacteria, and germs.

TORTUE

HAMBURG

ROOMS

- Use of disinfectants for cleaning.
- It is not possible for us to offer an ironing service. However, we are happy to provide ironing utensils upon request.
- Contactless laundry service, we can give your laundry to an external cleaning company.

RESTAURANTS & BARS

- Special hygiene measures were taken for our breakfast: We only serve high-quality à la carte breakfast.
- Minimum distance of 1.5 m between the tables and dedicated partition walls
- Digital registration (e.g. Luca app) and menu via QR Codes.
- Disinfection of tables, menus, etc. after each use.
- Plexiglas partition walls
- Use of professional air purifiers by Kampmann in public areas that filter 99.95% of viruses and bacteria. (www.ka-520.de)
- Anti-Corona surface coating of all tables and surfaces with AIRDAL® Coating
 - At least 12 months of protection against viruses, bacteria, and germs.

CANCELLATIONS

Individual reservations can be cancelled free of charge up to one day before arrival. To take advantage of the offer of free cancellation, please contact our reservations team on +49 40 33 44 14 00 or reservation@tortue.de. All bookings made via a booking portal (such as Booking.com) may also only be cancelled via the respective booking portal. Thank you in advance.

ARRIVAL INFORMATION

The safety of our guests has the highest priority; therefore, a negative Covid-19 test must be available upon arrival, the result of which cannot be older than 24 hours. The only exceptions are either if you are fully vaccinated whereas the second dose must be had administered more than 14 days ago, or if you have fully recovered (with appropriate proof). Guests staying with us for more than three days must be re-tested every 72 hours.

You may find information from the Hamburg Senate on the subject of "Entering from risk areas" [here](#).

Kind regards,

Marc Ciunis and Carsten von der Heide
Managing Directors TORTUE HAMBURG

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 A MEMBER OF DESIGN HOTELS