



## Traveler Information: COVID-19 Update

We are closely monitoring the Centers for Disease Control and Prevention and World Health Organization's statements regarding the novel coronavirus (COVID-19) cases and following guidelines from these agencies and the local health departments.

The wellbeing of our guests and associates is of paramount importance.

### **Our commitment to hygiene and cleanliness:**

Hygiene and cleanliness are subjects that are particularly important to us, which is why we are implementing additional measures to ensure the safety of our customers and employees. Every day, the hotel ensures that the latest guidelines in terms of hygiene and cleaning are respected. The health and safety measures implemented in the hotel are designed to combat a wide range of infections, including COVID-19, and cover a wide range of aspects from hand sanitization to the recommended use of cleansers as well as cleaning procedures for the rooms and common areas.

The main measures taken are as follows:

**Employees' health, safety and knowledge:** The hotel's employees, along with their health, safety and knowledge, are fundamental to an effective cleaning program. Here are the measures in place:

- **Hand hygiene:** Proper and frequent hand washing is essential to avoid the spread of viruses. During our daily meetings, we remind our teams that cleanliness begins with this simple gesture, which is as important for their health as it is for that of our customers.
- **Ongoing training:** in addition to training on maintenance and hygiene protocols, our hotel employees also receive enhanced training to raise their awareness of COVID-19.
- **Real-time information:** our team is on alert 24/7 to support the hotel and coordinate our actions with local and regional authorities.
- **Social distancing:** in order to avoid any risk of propagation, a distance of at least 2 meters (6.56 feet) will be respected (ground markings).
- **Reduce propagation:** the wearing of masks is mandatory in all the establishment.

**Cleaning products and protocols:** our hotel uses cleaning products and protocols that are effective against viruses according to EN1476 and A2 standards, in particular in the following areas:

- **Rooms:** our hotel uses cleaning and disinfection protocols to clean the rooms after each departure and before each arrival, paying particular attention to the components most frequently touched by hands.
- **Public areas:** the hotel has increased its frequency of cleaning and disinfection of public areas, including reception counters, elevators and their commands, door handles, public toilets and even room keys.
- **Behind the scenes:** our hotel has implemented a sanitation protocol and appointed a COVID-19 ambassador. Our hotel is increasing cleaning frequencies in spaces where our employees work "behind the scenes", focusing on the areas most touched by hands such as staff entrances, changing rooms, laundry rooms and offices.