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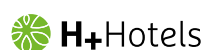


Hygiene standards

The health and well-being of our guests and employees has always been the top priority for us. To prevent the coronavirus from spreading further, we must still take the appropriate precautionary measures. As such, we have made it our goal to offer you and our employees a safe, legally compliant environment in our hotels at all times. To that end, we would now like to give you an overview of a series of extended hygiene and precautionary measures that we have introduced.

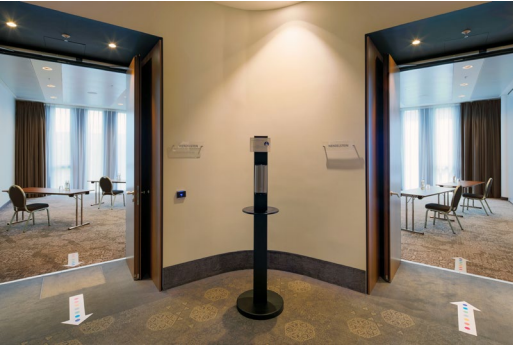
More information

<https://www.h-hotels.com/en/hygiene-standards>

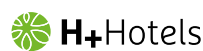
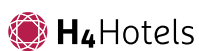




conference area



In our conference areas, our employees will ensure that the required distance rules and the consequential maximum possible occupancy numbers are observed. Disinfectants and wipes will be available in the meeting rooms. Furthermore, the breaks for the different events will be coordinated so that the maximum number of persons in the break room is not exceeded.





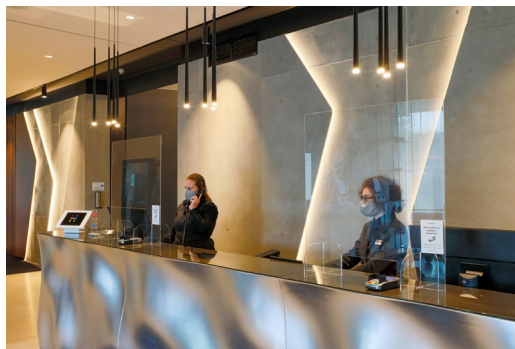
restaurant and bar area



In all restaurants and bar areas, we will maintain the applicable minimum distance of 1.5 meters between tables and chairs. Furthermore, we will ensure that the maximum capacity of the restaurant areas is not exceeded. To that end, the appropriate warning signs for the distance rule will also be installed. All sales and service desks will be equipped with a Plexiglas divider to give you and our employees the best-possible protection. Naturally, all service employees will always wear gloves as well as mouth and nose protection.



Public area, guest rooms and lifts



The reception areas are fitted with a Perspex screen to provide both you and our staff with the best possible protection. All service staff wear gloves at all times, as well as face masks. Sanitiser dispensers are available in all public areas. All public areas, such as the WCs, lifts, stair rails, doors, chairs, luggage carts and car park pay machines are cleaned and disinfected on an hourly basis. In the Business Corners, the surfaces and all work equipment at the workstations are likewise cleaned and disinfected on an hourly basis.



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