

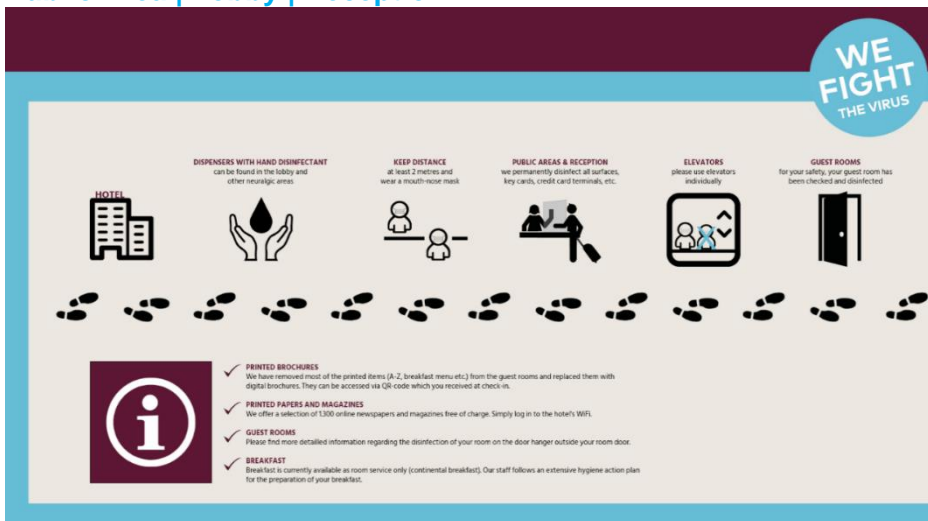


## Leonardo Hotels continuing to work for you: committed to provide a safe environment with high hygiene and safety standards

The safety of our customers and employees is our top priority. We follow the recommendations of the World Health Organization (WHO), as well as the regulations of the health authorities and observe all prescribed hygiene measures in all areas of our hotels.

Please be informed:

### Public Area | Lobby | Reception



Public areas, such as the hotel lobby, corridors, restaurants, toilets and reception are naturally the most frequented areas of our hotels. With our concept, we have succeeded in preserving the inviting character as much as possible.

For this purpose, we have divided the measures into different parts:

- Disinfectant dispensers are placed in neuralgic positions, such as at the entrance, at the reception, at the lift, at the toilets, in the corridors and in front of the meeting areas
- We refer to the applicable distance regulations by means of markings and corresponding signs

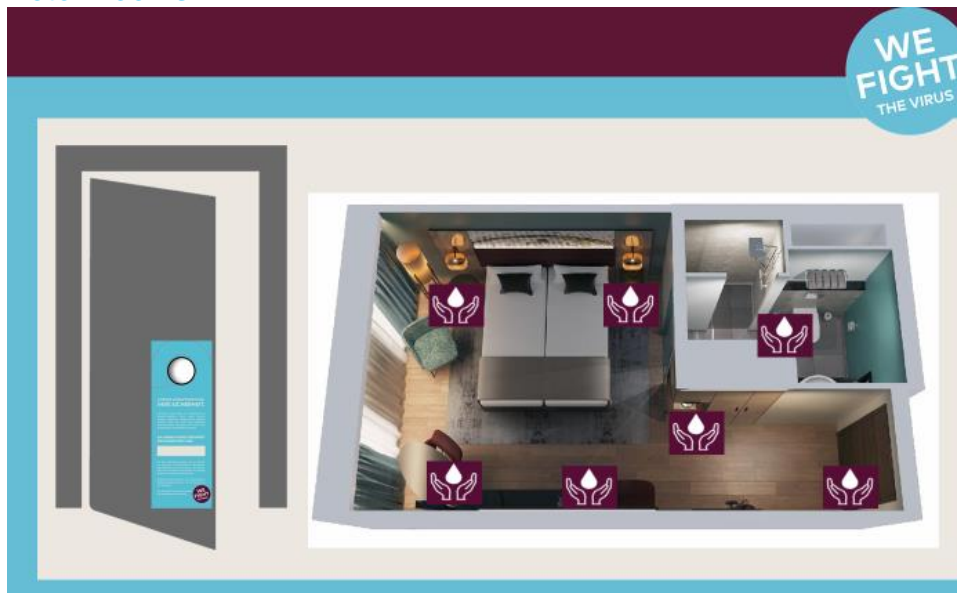


- Employees wear mouth-nose masks in public areas or work behind a protection
- A sign at the lifts informed to use them only individually



- Permanent checks of all public used areas, with simultaneous disinfection of touch points such as handles, knobs, switches etc.

## Hotel-Rooms



It is important to us that all our guests feel safe and secure in our rooms. Adequate cleanliness and hygiene are the basic requirements for this.

In order to guarantee this, we have implemented a double protection:

- First step is to clean the hotel room according to the house standard
- In second step we have extended our room check by a further disinfection of surfaces, switches, handles, WC, remote controls. The respective employee approves it by leaving a door tag
- Printed matter such as magazines, hotel A-Z, periodicals, room service cards etc. are removed. Hotel information can be found in our digital info-board. A large selection of daily press and magazines are available (in selected hotels only)
- Minibars are emptied in all houses for safety reasons. We will be happy to fill them up on request or offer a selection of drinks and snacks at the reception.
- The toothbrush cups, coffee cups and glasses have been changed over to disposable items, and disinfection wipes are as well available in the rooms
- Bed linen and towels are treated by our external laundry company with a special hygiene treatment

## Restaurants | Bars

Our restaurants and bars stand for trend, style and conviviality and needs now to be aligned with social distancing and all regulations. Nevertheless, with our measures, we're convinced that our guests feel at ease.

- The distances between the tables in our restaurants have been extended to min. 1,5 meter - this results in an adjusted restaurant capacity
- The bar stools in front of the bar were removed
- Disinfection dispensers at the entrances and near buffets are installed
- All employees wear masks in the restaurant and in the kitchen
- Guests must wear masks by walking around. Sitting at tables, masks needs not be used
- In addition to our existing hygiene measures in the kitchen, important control points were identified
- Draught beers and cocktails cannot be offered on a temporary basis
- Dishes, cutlery and glasses are disinfected by the dishwasher
- Food, wine and bar menus can be viewed via the Digital Info-Board, we only keep printed and disinfected versions available on request
- All guests are placed at any time of the day. Markings on the floor indicate the distance rules. A display at the entrance to the restaurant refers to the valid regulations

## Room-Service

- For food and drinks the same settlements apply as for Restaurant & Bar
- As well for the employees and the food offer
- The complete order is covered with cloche or foil
- We deliver room service only to the room door
- To pick up the tray, it is possible to pick it up or leave it in the room. We ask our guests not to leave the tray in the corridor during this time

## Breakfast

Unfortunately, it is not allowed, in the current situation, to offer our extensive breakfast buffet. Of course, alternatives are available. Our hotels offering a continental breakfast in form of a breakfast box or as room service - depending on the hotel and the options on-site,

Having the allowance to serve breakfast in the restaurant and the respective house has the option to do so, we will offer an

- extended continental breakfast served at the table or

### Breakfast buffet

- Implementing a one-way street system and minimum distances, grouping must be avoided
- The minimum distances are indicated by markings on the floor
- A greater distance between meals and an adapted offer will avoid standing in line
- Smaller bowls and plates guarantee a higher exchange frequency
- All guests must wear disposable gloves and mouth-nose protection
- Employees wear mouth and nose protection and disposable gloves
- At the entrance displays explain the regulations

## Meetings, Events & Conventions

### Social distancing

- Considering the respective current possible arrangements, meeting capacities are aligned
- For coffee breaks extended areas are in use, such as Bar | Restaurant | Lobby, to ensure the most possible distance
- Time schedules for breaks etc. needs to be defined with the various groups in advance, to ensure that grouping is avoided (larger groups have the right to choose their preferred times)
- Our employees ensure that only a certain number of guests using toilets at same time.

### Protection Equipment

- All employees wear masks
- Reduced number of employees are deployed for guest service, to keep number of contact low
- Outside the meeting rooms, guests must wear masks, this also applies during coffee breaks, walking around, using the toilet etc.
- Disinfection dispensers are available in coffee break area and in front of the meeting rooms

### Food & Beverage

- Snacks for the coffee breaks, as ordered, are placed on the participants' seats in our "Have a break, have a bag" – prepared, before the meeting starts | during lunch break etc., to avoid number of contacts
- We offer a lunch buffet in same way as breakfast buffet. If lunch buffets are not permitted from the authorities, lunch will be offered in form of a Bento Box System, with a choice of a main course, needs to be chosen by starting the meeting
- Disposable gloves are available for operating the coffee machines. In front of the coffee machines, floor markings indicate the distance regulations
- On request we provide coffee in cans in the meeting room

## For your safety:

- 👤 All employees are best trained on all our safety and hygiene standards
- 👤 Hygiene authorized representatives are on site
- 👤 Disposable gloves, mouth-nose protection as well disinfection wipes are available on request
- 👤 Cashless payment is requested

As the current situation is very dynamic, regulations need to be aligned on requirements and respective progression, to provide our guests a high level of safety.

We thank all our guests for understanding the needed restrictions in our service and ask to support all measures.

We do hope, that we can return to normal hotel operation as soon as possible, with the high level of service, our guests are used to.

Looking forward to welcoming our guest soon.

Leonardo Hotels

Contact:  
Leonardo Hotels  
Landsberger Alle 117 a  
10407 Berlin  
[www.leonardo-hotels.com](http://www.leonardo-hotels.com)