



## EXCELSIOR HOTEL ERNST

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KÖLN

### New and extended safety and hygiene standards at the Excelsior Hotel Ernst

The wellbeing, safety and comfort of our guests is our daily motivation. Now, more than ever, with COVID-19 becoming part of our everyday life wellbeing and safety get a whole new meaning. At the Excelsior Hotel Ernst we have taken measures to a new level to ensure the wellbeing and safety of our guests without major disruption to service and comfort. The new hygiene standards are in place to not only give our guests peace of mind when staying with us, but also to protect our staff. In order to do so, we were able to adapt our methods to fulfill all standards communicated by local authorities as well as WHO.

While, as a 5\* luxury hotel, the highest service standards are part of our DNA, we carefully have to find a balance between comfort and safety. Services that you valued in the past may still be offered but in different way.

Here is an overview of measures taken:

#### Staff

- All staff receive enhanced health and safety training
- All staff receive personal protective equipment customized to their specific tasks in the hotel

#### Bedrooms

- All bedrooms will only become available again 24hrs after the last guest stayed in them to ensure enough time for intensive cleaning, airing, disinfection
- All bedrooms will be sealed after they have been cleaned to add an extra measure of assurance which indicates that the room has not been entered since it had a deep clean
- Certified cleaning process of all linen in the room by our linen partner as per DIN EN 14065
- Extra disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.
- Personal hygiene set available in every room consisting of face mask, disinfecting wipes, and gloves.
- Room cleaning and turn down service only on request during stay

#### Public Areas

- Disinfecting stations at key high traffic areas like entrance and hotel lobby.
- Frequent disinfection of door handles, railings and elevator buttons
- Glass dividers have been installed at reception and concierge desk
- Disinfection of room keys before handover
- Digital documentation of cleaning processes
- Sauna and steam bath remain closed until further notice
- Gym facilities can be used aligned with governmental restrictions

#### Restaurants and Bars

- Breakfast can only be preordered as in room breakfast or already setup at the table in the restaurant
- Exclusive a la carte breakfast only, no buffet stations
- Number of tables in the restaurants will be reduced to comply with distancing regulations
- All items on the guest tables like, vases, salt & pepper shakers or other condiments will be disinfected before seating guests
- Contactless room service
- Certified COVID-19 hygiene standards as per “Delphi Lebensmittelsicherheit GmbH”