

## 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 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 continuously adapt our methods to fulfill all current 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.
- All hotel staff gets tested on a regular basis.

Bedrooms:

- Bedrooms will always be kept empty for at least 24 hours between the departure and arrival of guests in order to ensure enough time for intensive cleaning, airing and disinfection.
- Certified cleaning process of all linen in the room by our linen partner as per DIN EN 14065.
- Particular disinfection of the most frequently touched guests room areas – light switches, door handles, TV remotes, thermostats and more.
- Personal face mask available in every room.
- Turn down service only on request during stay



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#### Public Areas:

- Disinfecting stations in key public 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 is open from 6:30 a.m. to 9:30 p.m., steam bath remains closed until further notice. (only 1 household rule).
- The fitness area is open from 6.30 a.m. to 9:30 p.m.

#### Restaurants and Bars

- A breakfast buffet can be enjoyed at the restaurant. Alternatively it can be ordered via room service.
- Restaurant Hanse Stube and our terracce are open daily from 12:00 noon to 2:30 p.m. and from 6:00 p.m. to 10:00 p.m.
- Restaurant taku is open Tuesday - Saturday from 6:30 p.m. to 9:30 p.m.
- The Piano Bar is open and delighted to welcome you Monday to Thursday from 6.00 pm to 11.00 pm, Fridays and Saturdays from 6.00 pm to 12.00 am and Sunday from 6.00 pm to 11.00 pm
- Contactless room service.
- Certified COVID-19 hygiene standards as per "Delphi Lebensmittelsicherheit GmbH".
- Certified COVID-19 hygiene standards as per "GBAC".

