



## SAFETY & HYGIENE CONCEPT

### EXCELSIOR HOTEL ERNST - COLOGNE'S GRAND HOTEL NEXT TO COLOGNE CATHEDRAL

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 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 the WHO. Please find an overview of measures taken below.

### CURRENT GUEST REGULATIONS AT EXCELSIOR HOTEL ERNST

Based on the COVID-19 regulations issued by the state of North Rhine-Westphalia on 11th January 2022, all legal restrictions and obligations will cease to apply effective of 3rd April 2022. Access to our restaurants will no longer be restricted and guests will no longer be required to wear a mask. Due to ongoing high numbers of COVID-19 cases in North Rhine-Westphalia, we have decided that our employees will continue to wear masks and will also continue to have access to free tests to undertake regular testing.

### PUBLIC AREAS

- Disinfecting stations are available in key public areas like entrance and hotel lobby.
- Frequent disinfection of door handles, railings and elevator buttons.
- Disinfection of room keys before handover.
- Digital documentation of cleaning processes.

### BEDROOMS

- 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 guest room areas.
- Face masks are available in each room.

### GASTRONOMY & CERTIFICATES

- Breakfast buffet is available at the restaurant. Alternatively breakfast can be ordered contactless via in room dining.
- Certified COVID-19 hygiene standards by „Delphi Lebensmittelsicherheit GmbH“.
- Certified COVID-19 hygiene standards by „GBAC“.