

## HOTEL DIPLOMAT - TO ALL OUR GUESTS

*Stockholm  
March 12th, 2020*

As the safety and well-being of our guests and staff are of utmost importance to us at Hotel Diplomat, we are now taking extraordinary steps to do our utmost to prevent the spread of the Corona virus. We constantly monitor the situation and implement increased measures to provide a safe and clean environment in all rooms and public areas. We have upgraded all our cleaning and hygiene processes.

Due to the troubled situation that the corona virus (COVID-19) is currently creating, we understand that you who are staying here with us or planning to stay at the hotel can have many questions with regards to the rapidly changing information. To answer some commonly asked questions, I would like to share some updates on the measures we have taken to minimize the risk of any of our guests or staff being affected or spreading the Corona virus that may help you when considering your next visit with us.

### **We have upgraded the cleaning**

Cleaning and hygiene are areas that are incredibly important in preventing the spread of infections. Providing safe and clean environments for our guests and staff is always a top priority for Hotel Diplomat - and even more in focus today with extended hygiene routines. We will use clinically tested equipment with ionized hydrogen peroxide that kills viruses and bacteria on all surfaces and materials, as well as in the ventilation systems. In addition, we maintain the highest of standards of cleanliness and want you to feel calm when you visit us. We have our own cleaning staff and can therefore have better control of and dialogue with our cleaning staff. We guarantee a very high quality of hygiene throughout the hotel. We have new cleaning routines where every housekeeper gets fewer rooms per day to clean, all cleaners wear gloves and mouth protection.

The reception disinfects dishes and public areas at least once an hour, this also applies to all elevator buttons and card terminals.

### **We have new check-in procedures so our guests do not have to pass the reception desk:**

As a guest you can now also check in online and use your mobile phone as a key card. Downloading the Aeroguest app gives you more information on how to download your key card, this so that you can go directly to your room without having to pass the reception.

### **We waive the room service charge so you as a guest can choose to have all meals in your room:**

In order for you as a guest to have an alternative to eating breakfast, or other meals, in our public restaurant, we offer room service free of charge.

### **We make the breakfast more hygienic:**

We prioritize hygiene for you as a guest also when it comes to the breakfast buffet. As of Monday, March 16, breakfast will be packed and served in batches and served in this way on the buffet table. You will be able to choose from ready-made hot breakfast packages à la carte and these will be served directly from our kitchen.

**Our booking rules will be adapted:**

We will be flexible when it comes to cancellations during month of March, April and May.

**We have high Emergency readiness:**

Should any guest or staff get sick in Corona or get Corona-like symptoms, we have updated our crisis plan with new routines where we have full control of our way to act.

We will continue to keep abreast of the authorities' information and recommendations.

Corona has today been upgraded to a pandemic by WHO. We know that most people who suffer will not receive more than "normal" flu. But we at Hotel Diplomat want to do everything in our power to take care of all our guests, as well as our staff, as we also know that 10-15% get such serious symptoms that they must have intensive care and the risk is that the health care is up to facing difficult choices and priorities. That is why we believe it is important to act as much as we can.

Thank you for your support and your loyalty. We will keep you updated through this changing situation and cannot wait to welcome you as soon as the opportunity arises.

Sincerely,

Lina Gabrielson  
CEO  
Hotel Diplomat