

COVID-19 SAFETY MEASURES AT HOTEL DIPLOMAT

Hotel Diplomat is closely monitoring the Covid-19 epidemic and our foremost priority is the health and comfort of our guests and team members. In addition to implementing new hygiene and safety measures, we have developed specific protocols for the following procedures, strictly adhering to the public health guidelines of the Swedish Government, to ensure your stay with us is safe and secure.

Guest and hotelier safety

- Plexiglass safety partition at reception and concierge desks.
- Up on arrival our hotel guests temperature will be measured.
- Online check-in and check-out available. We strongly encourage the use of the Aero Guest App.
- All public areas are sanitized regularly.
- Hand sanitiser in touchless dispensers throughout the hotel.

Employee precautions

- Every member of our teams will have their temperature checked daily using a handheld IR thermometer installed at our staff entrance.
- Medical awareness and safety procedures are provided to all employees.
- All members of staff will also wear their own face masks.

Cleaning and hygiene precautions

- Employee use preventive equipment (hand sanitizers, face masks, and gloves) when necessary. We have new cleaning routines where every housekeeper gets fewer rooms per day to clean, all cleaners wear gloves and face mask. All surfaces, materials and ventilation systems have been sanitized using ionized hydrogen peroxide equipment recommended by leading experts and organizations as an appropriate disinfectant against viruses and bacteria.
- 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. The reception disinfects counters and public areas at least once an hour, this also applies to all elevator buttons and card terminals.
- Obligatory training for all employees in updated sanitation protocols.
- Strict sanitation protocols for cleaning and disinfection, adhering to the guidelines of the Swedish Government and the WHO.
- Strict sanitation protocols for laundry management.

Restaurants precautions

- In our restaurant our menus will be made available with the use of a digital QR-code.
- The breakfast buffet is custom-made and to minimise any risks.
- Food producers and artisans required to respect strict sanitation protocols.
- In our restaurant maximum of 8 people will be allowed to be seated around the same table.

Wellness and fitness centre precautions

- In our Retreat we use ionized hydrogen peroxide equipment 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.
- Respecting social distancing and all equipment regularly disinfected. The fitness centre is also cleaned with ionized hydrogen peroxide equipment on all surfaces and materials, as well as in the ventilation systems.
- The Diplomat Hair Salon and our treatment rooms are also cleaned with ionized hydrogen peroxide equipment on all surfaces and materials, as well as in the ventilation systems. They also have fewer customers at a time to keep the social distance.

With these safety measures in place, and upholding our values of excellence and refined hospitality, we look forward to welcoming you back to Hotel Diplomat for a pleasurable stay.

Thank you for your support and your loyalty.

Sincerely,

Lina Gabrielson
CEO
Hotel Diplomat