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HOTELS GROUP

### New safety policies regarding the PANDEMIC COVID-19

Dear valued guest, Dear partner,

In response to COVID- 19, Le-Hotels assure you that your travel safety and comfort remain our top priority.

Our team members have been well informed of the guidelines provided by the WHO and the local health authorities.

Please note the following measures we have put in place to ensure your well -being from check -in to check-out to prevent the spread of COVID 19:

1. Protective screens have been installed at the front desk to provide an extra level of precaution for our guest and our associates.
2. Frequent disinfection of high touch points, such as debit terminals, key cards, elevator buttons, door handles, handrails, light switches, reception counters, etc.
3. Alcohol-based hand sanitizers placed in common areas such as the reception, lobby, restrooms, restaurant, conference areas.
4. Increased cleaning frequency of public areas.
5. Use of approved anti-viral chemicals.
6. Our linen is cleaned and disinfected according to the highest German quality standards RAL 992/2\* (RAL quality mark).
7. Infrared thermometers available at front desk for our guests upon request.
8. Provision of protective face masks for our guests upon request.
9. Enhanced training of our team members with the aim to prevent cases, effectively manage cases.

