

Updated November 2021

## 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

- 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

- Medical awareness and safety procedures are provided to all employees.

### Cleaning and hygiene precautions

- Employee use preventive equipment (hand sanitizers and gloves) when necessary. We have new cleaning routines where every housekeeper gets fewer rooms per day to clean. 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 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

- Food producers and artisans required to respect strict sanitation protocols.

### Wellness and fitness centre precautions

- In our Retreat we use ionized hydrogen peroxide equipment on all surfaces and



HOTEL DIPLOMAT  
STOCKHOLM

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