

## COVID-19 SAFETY MEASURES AT VILLA DAGMAR

**Updated November 2021**

Villa Dagmar is closely monitoring the current situation regarding Covid-19.

The health and safety of our guests and employees continues to be our top priority as we respond to the Covid-19 pandemic. 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.

### Guest and hotelier safety

- Online check-in and check-out available. We strongly encourage the use of our Villa Dagmar 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 will use preventive equipment when necessary (hand sanitizers and gloves)
- The cleaning routines has been adjusted so 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 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 terminal
- 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 Dagmar Spirit & 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.

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

Thank you for your support and your loyalty.

Sincerely,

Lina Gabrielson CEO  
Villa Dagmar and Hotel Diplomat