

WeReassure - your well-being is our priority

Dear Guest,

We, the management of Swiss-Belhotel International, have launched an initiative in all our hotels and resorts across Asia-Pacific, Europe, The Middle East and Africa.

WeReassure is our promise towards the well-being of our guests and our staff by maintaining hygiene and safety standards all across our branded hotels. A 64-page document was rolled out to our hotels on the standards of the program and continuous training and auditing is in place to ensure the same.

A health and safety officer is nominated at every hotel

- ✓ to oversee the cleaning and hygiene standards throughout the hotel
- ✓ Serving as the point of contact to put guests concerns at ease.

Our hotels have personal protective equipment and cleaning supplies on hand, including masks, goggles, disposable gloves and disinfectant solutions.

Frequent sanitization of all areas, including lobbies, reception, fitness centers, pool areas and guest rooms are being regularly carried out.

Enhanced hotel cleaning practices, workplace procedures and staff hygiene standards are being complemented by a line-up of mandatory virtual training courses for hotel teams, and additional resources and audits.

Please take a moment to note specific measures taken at Swiss-Belhotel du Parc Baden

#WeReassure the Arrival

- ✓ Reduced contact at check-in, touchless transactions, front-desk screens, sanitizer stations, sanitized key cards
- ✓ A 'Care Kit' is available upon request. Each kit includes hand sanitizer gel, face masks, gloves and antibacterial wipes. Please ask Front Office for more details.
- ✓ Added partitions at front desk to further limit person-to-person contact
- ✓ Regularly cleaning of all surfaces

#WeReassure the Guest Rooms

- ✓ Visible verification of sanitized items (e.g., glassware, remote control), reduction of in-room furnishings/high-touch items
- ✓ Windows and doors kept open as much as possible to encourage fresh air flow
- ✓ The removal of clutter like pens, paper notepad, and guest directories and supplementing digital amenities and a digital directory available (upon request)
- ✓ In-room service menu and minibar menu accessible via Mobile Phone
- ✓ Room service delivery ensuring hygiene practices
- ✓ After cleaning, allocating a 24-hour "breathing room" period between guests checking in and out of rooms

#WeReassure the Public Spaces and Facilities

- ✓ Furniture across hotel lobbies is rearranged to allow more space and to help guests adhere to social distancing protocols
- ✓ Extra disinfection of high-touch areas (from light switches to remotes, thermostats, front-desk counters, doors and door handles, elevator buttons and any common use areas within the hotel).
- ✓ Hand sanitizers and disinfecting wipes available at high-touch points throughout
- ✓ Regular deep cleaning with hospital-grade disinfectants
- ✓ Banquets and meeting spaces maintaining social distancing (pls check with staff for more details and capacity charts)

#WeReassure Food & Beverage

- ✓ Sit down buffets offered
- ✓ Menu can be downloaded via Mobile Phone
- ✓ Decorative items on tables and other items are minimized
- ✓ In-room service menu and minibar menu accessible via Mobile Phone
- ✓ Room service delivery ensuring hygiene practices

#WeReassure Flexible stays

- ✓ Free cancellation on same day by 6pm
- ✓ No charge for change in reservation (for same room type and meal plan)
- ✓ No charge for Early check-out up to 2 days before the original check-out date

Please note, above-mentioned terms may vary if booked via 3rd party. Book on www.swiss-belhotel.com for complete peace of mind

We highly recommend that you review guidance from the World Health Organization and follow any travel advice issued by your home countries.

We thank you for your cooperation and support!

In the event these enhanced measures are making you uncomfortable in any given way, we apologize for the inconvenience, however, your health and safety is our priority and these measures are for your benefit. If you need more information, please feel free to contact our staff and they will be glad to assist.

Details on the WeReassure initiatives are accessible on our website www.swiss-belhotel.com

Yours sincerely,

SWISS-BELHOTEL INTERNATIONAL HOTELS AND RESORTS

If you have any feedback or comments, please feel free to write to us on sbi-emea@swiss-belhotel.com