

For a Safe Hotel Stay

We cherish our differences and the odd and diverse. We want to promote all the unique personalities of our hotels. At the same time, we must ensure that you, our guests, get the quality you expect. That's why it's good that Best Western Hotels & Resorts has employees worldwide and who visit all our hotels every 11 months to support them in their quality and service work. For 75 years, Best Western Hotels & Resorts has been a leader in the industry in this unique quality work.

During the Covid-19 pandemic, we have focused a great deal on further strengthening and improving our procedures for cleaning and hygiene. For this reason, we launched our 'We Care Clean' programme. The programme involves changes that you will be able to clearly see out in the hotels, such as social distancing floor stickers, wet wipes in the rooms, and new procedures at the breakfast buffet. Other expanded cleaning procedures take place more behind the scenes.

A few examples include:

- Increased focus on cleaning rooms and common areas such as the reception area, restaurant furniture.
- Regular cleaning of frequently used surfaces, such as key cards, door handles, lift doors and buttons.
- Good hygiene is ensured at the breakfast buffet, cutlery and dishes are replaced frequently, and hand sanitiser has been made available. We also offer the 'Best Breakfast to go' option for those who prefer.
- Due to the ongoing pandemic, we have also introduced digital quality monitoring to ensure that our work procedures are followed every day for a safe hotel environment.

If you want to know more about what we are doing, you can read about it in more detail on the following pages. These Minimum Standards apply to all our hotels.

General

- Employees are required to stay at home if they have the slightest sign of cold symptoms.
- We practise good hand hygiene, use hand sanitiser regularly, and keep our distance from each other.
- The hotel obtains information from national authorities on a daily basis and follows recommended guidelines for social distancing and hygiene.



Reception and public areas

- Distance markers in the reception area and other places that queues may form.
- Express Checkout is offered to all guests to prevent crowding.
- The reception area is cleaned and disinfected at least once an hour. The same applies to lift buttons, handles, door handles, stair railings, coffee machines, guest computers, etc.
- Disinfection of card terminals or screens immediately after use.
- Room keys are immediately disinfected when handed in.
- Hand sanitiser dispensers are refilled regularly and available to all guests.
- Guest toilets are cleaned and handles, taps, toilet lids and soap dispensers are disinfected. Paper towels are available in guest toilets and hand dryers are switched off.



Restaurant

- Hand sanitiser dispensers are refilled regularly and placed at the entrance and in strategic areas.
- At the buffet, social distancing is ensured by means of distance markers according to national regulations.
- The food is placed in smaller serving dishes and bowls, which are cleaned and replaced frequently.
- The buffet tables, stations and shelves are disinfected at least once an hour. The same applies to buttons on the coffee and juice machines.
- We offer take-away food for guests who prefer.
- Tables are placed according to national guidelines to ensure that seated guests can practise social distancing.



Hotel rooms

- We place guests on different floors or at a good distance from one another as far as this is possible in order to avoid congestion in the corridors.
- Soap, hand sanitiser and/or wet wipes are available in each room.
- Rooms and bathrooms are cleaned with antiviral disinfectants. Cleaning staff use gloves and change them after cleaning each room.
- New cleaning cloths, mop heads, etc. are used for each room to prevent contamination.
- Contact surfaces are cleaned thoroughly and disinfected. Contact surfaces are surfaces that guests frequently touch or hold, such as door handles, wardrobe handles, tables, chairs, switches, hangers, etc.
- Rooms that have been occupied by guests who have been confirmed to be infected are closed off for 72 hours before cleaning.



Conference facilities

- Hand sanitiser dispensers are refilled regularly and placed at the entrance and in strategic areas.
- All conference guests are offered seating in well-ventilated, spacious and/or adapted conference rooms.
- Contact surfaces such as door handles, tables, chairs, switches, coffee machines, etc. are thoroughly cleaned with antiviral disinfectant.
- Toilets are cleaned and handles, taps, toilet lids and soap dispensers are disinfected. Paper towels are available in guest toilets and hand dryers are switched off.