



**BETWEEN US**

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# FULL LIST OF MEASURES

## GLOBAL VERSION

Here at Penta we take the well-being of our guests, Friends, clients and crew as our top priority. We completely overhauled our procedures in order to comply with the recommendations from the international medical community.

And this is how we can make it work, between us.

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## RECEPTION (ARRIVAL & DEPARTURE)

Comprehensive COVID-19 internal guidance is in place at all Pentahotels in Europe and our hotels have worked hard on refining the guest journey throughout the building, ensuring maximum safety without having to sacrifice that fun touch that makes Penta so special.

|   |   |
|---|---|
|    | We will actively manage the numbers of people coming in to the hotel and within our public areas to ensure that distancing rules are adhered to.  |
|    | We ask our guests to follow and comply with the additional signage and safety rules displayed throughout the hotel.   |
|    | Our hotels are equipped with the tools to manage social distancing.   |
|    | You will be asked to sign a declaration confirming that you will comply with all safety measures and provide contact details so that you can be reached in case of an infection detected during or after your stay. |
|  | We will ensure that sanitiser is available in multiple points through the property and we encourage our guests to use it.   |
|   | We will have germicidal wipes for surfaces ready at the reception to hand out on request.   |
|  | We offer express check-out so that you do not have to come back to reception.   |
|  | We have a key drop box where you can leave your key upon departure to minimise contact. The keys are thoroughly disinfected before going back into rotation.  |



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## GUEST ROOM & HOUSEKEEPING

Strip back to basics in our Naked Rooms. We've shed the excess layers from our guest rooms to ensure maximum cleanliness and zero contamination risk. We have co-operated with our partners to implement thorough COVID-19 cleaning measures, detailing how to protect our guests and staff against transmission of the virus.

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|  | We have set stringent new measures with our housekeeping partners. We will continue to clean every guest room to our usual high standards with enhanced cleaning and disinfecting of the touch points in the room. We have increased the frequency of cleaning and disinfecting in our public areas with the appropriate chemicals and equipment.  |
|  | Our laundry partners follow strict procedures with the washing of textiles, linen and clothing.  |
|  | In-room services and amenities have been adapted as such: <ul style="list-style-type: none"><li>• Decorative items and high touch points have been removed wherever possible.</li><li>• Housekeeping will not be provided during your stay to ensure that once you have the key to your room, it really is your space alone. However, should you still wish to have your room cleaned whilst in house, this can be ordered through reception or our Penta Hotels - Book &amp; Stay app.</li><li>• Only essential maintenance services will be provided during a stay and only when the guest is out of the room. Staff will be provided with protective equipment.</li></ul> |



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## PENTALOUNGE, FOOD & DRINKS

Some call it social distancing, we say the “VIP rock star treatment” – either way it seems we all need a bit more personal space these days. But if you know Penta, you know we like challenges, and we used this one to make our Pentalounge even better. Plus, our amazing burgers are back!

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|    | We ask you to adhere to the signage and not move any furniture.  |
|    | No cash payments are allowed in F&B outlets – card payment or room charge only.  |
|    | Tables will be arranged to meet location specific social distancing requirements and bar stools to be removed or spaced accordingly.   |
|    | Our restaurant tables will not be set. Instead, they will be cleared of everything and your cutlery will come wrapped in a napkin.   |
|   | Where our restaurants are open, we ask you to please book tables in advance. We cannot guarantee that we can accommodate you without reservations due to reduced capacities. |
|   | Menus will be available via a QR code or a laminated, disinfected menu.  |
|  | We offer breakfast, lunch and dinner in packaged butler boxes for pick-up or room service.   |
|  | Extra table signage will be shown to regulate distancing on sofas.   |
|  | Pool tables, shuffleboards and PS4 controllers will have sanitising wipes and gel, and signage showing maximum numbers.  |



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## PUBLIC AREAS & LEISURE

Providing safe and clean environments for our guests and crew is top priority for us, so we have adapted some of our services to comply with regulations while still bringing you the Penta you know and love.

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|  | Please observe the maximum numbers of guests permitted in elevators and queue for the elevators according to signage on the floor. Make use of the sanitiser available next to and inside the elevators. Where possible we encourage you to take the stairs. |
|  | Access to public areas and toilets is reduced to a minimum number of guests at a time.   |
|  | Depending on our hotels' facilities and local regulations, spas, swimming pools and gyms may be closed. Where allowed to open, the areas are cleaned regularly and may require a reservation before usage.   |



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## MEETINGS AND EVENTS

Over the past weeks, our crew reimagined your Penta experience throughout the building, ensuring maximum safety without having to sacrifice that special touch that makes Penta so unique. On top of all this, there are some extra measures in place for you.

|   |   |
|---|---|
|    | A checklist will be sent to the booker prior to the event with all guidelines and measures taken. This includes a briefing that must be issued to all delegates prior to them attending and includes a site plan, meeting room information and registration requirements. |
|    | All conference / meeting participants must register their details as a condition for every event (name, phone number, email address). Guests must also sign a declaration to confirm they have understood and will comply with all safety measures.                       |
|    | We will ensure that sanitiser is available in multiple points through the property and we encourage our guests to use it.   |
|   | Masks and gloves will be available for all attendees.   |
|    | Our meeting rooms will be set to meet the distancing requirements and will ensure each delegate has their own space.  |
|   | Each delegate will be assigned their own seat and space for the duration of the event, in which they will be provided with their own water and stationery.  |
|  | Our public areas will be cleaned regularly during events with enhanced disinfecting of common touchpoints.  |
|  | We will assign designated breakout and refreshment areas for each meeting.  |
|   | Breakout refreshments and lunch meals will be individually plated or can be individually packaged, upon request.  |
|   | The in room equipment will be sanitised prior to the meeting.   |
|  | We will disinfect all surfaces after use (including door handles, telephones, TV remotes, back contact area of the chairs, etc.).   |
|   | All training or business collateral left by clients will be disposed of.  |



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