



Hotel Operations and Risk Management

Updated on 16th June 2020

| Property | Open for Business | Comments |
|----------------------------|----------------------------|---|
| Fraser Suites Hamburg | Yes | Restaurant & Bar opened with restrictions Fitness & Sauna area closed Breakfast is offered on a la carte Accommodation open for both business & leisure Meeting spaces available to book but with minimum 1.5 meter distance per delegate seating |
| Capri by Fraser Berlin | Yes | Restaurant & Bar remained closed. Fitness Room Open – Pre-book at reception Accommodation open for both business & leisure Meeting spaces available to book but with minimum 1.5 meter distance per delegate seating Only Grab & Go continental breakfast bag with choice of coffee to go |
| Capri by Fraser, Frankfurt | Yes | Restaurant & Bar remained closed. Fitness Room Open – limited to 2 guests Accommodation open for both business & leisure Meeting spaces available to book but with minimum 1.5 meter distance per delegate seating Only Grab & Go continental breakfast bag with choice of coffee to go |
| Capri by Fraser, Leipzig | New opening - 20 July 2020 | |

Be at Home with Frasers – What's Different?

- Our commitment to cleanliness:** We take our standards for hygiene and cleanliness extremely seriously and are taking additional steps to ensure the safety of our guests and employees. Our property's health & safety measures include hand washing hygiene, hand sanitiser dispensers, cleaning specifications to guest and common area as well as back of house procedures.
- New measures** have been implemented for the foreseeable future, and our housekeeping protocols have been updated in conjunction with the guidelines provided by the Department of Health in each state.

Hotel Controls

- Signage that outlines social distancing, hand hygiene and sneeze/cough etiquette.
- Hand sanitiser is provided at the entrance to the hotel, reception area and lift area for guest use.
- Further increased sanitation throughout all areas of the hotel, including hand sanitizer stations
- Staff are always to maintain a distance of at least 1.5 metres from all guests and colleagues.
- Staff have been trained increased measures of personnel hygiene, and masks and gloves are available to them as required.

General Risk Mitigation

- Discourage lift-sharing with people other than partners or room companions
- Reminder to guests to minimise touching surfaces and objects on the way through the hotel – both on arrival and departure.
- Remind guests not to have physical contact with other guests who are not in their immediate travel party or to handle other guests' luggage or belongings.

4. Staff are to minimise touching of surfaces throughout the hotel and to perform hand hygiene regularly throughout the day.
5. Staff should not share equipment such as 2-way radios, computers, computer mice, telephones, bank card readers, pens or other items without cleaning and disinfecting the items with an appropriate detergent/disinfectant wipe or solution between users

Check-in and pre-arrival

1. **The new check-in policy:** New measures have been implemented to keep social distancing and safety in check – our paperless check-in has now been enhanced with clean screen disinfected after each guest, or paper check-in has been introduced through this period – depending on hotel.
2. Minimised staff contact with Reception Drop Box for check out and key card return.
3. Cashless financial transactions are available to allow guests to swipe own bank card if required.
4. Pens are provided for guests for signing required documents. After use all pens will be sanitised before reuse.
5. Ensuring guests in queue lines at check-in are separated by a distance of at least 1.5 metres.

Apartment accommodation you can trust

Our studio and one-bedroom apartments / suites are on average larger than a hotel room – so your guests can work, exercise, relax in the comfort and safety of their own home.

1. **Free fast WiFi** system, with unlimited downloads, facilitates communication with families, friends and colleagues during their short or extended stays.
2. **The fully equipped Kitchens/ettes** will allow your employees to cook for themselves and adhere to their own dietary needs.
3. **Washing Machine and dryers**
 - The one apartments / suites **have a washer/dryer machines** within the apartment – Capri by Fraser Berlin and Fraser Suites Hamburg
 - Our self-service **Laundry** will operate on a rotation basis – all German properties
4. The 24-Hr Reception Team can assist your employees and guests in case of emergency.
5. We offer a **selection of third-** party Food Delivery companies to eat in the comfort of your own room.

Self-Isolation Guests

In the instance we have guests self-isolating in the properties, please see below the controls undertaken to increase safety measures for the protection of our guests and staff, whilst also abiding by company / government restrictions.

1. Dedicated isolation floors will be allocated for 14-day self-isolation guests. This will ensure minimal person to person contact.
2. Isolation form, declaring acceptance of terms and conditions relating to quarantine period.
3. Rooms with guests isolating will be flagged in our reservations system, and a door sticker system implemented.
4. No personal contact, all deliveries will be dropped at the guest room door, collection will be pick-up from outside the guest room door with staff wearing gloves and mask. Additional amenities will be provided for guests in isolation.

The Frasers Difference

1. We offer **Flexible tiered length of stay rates** including Short Stay and Long Stay Full Service. The choice is yours!
2. **Opportunity for cost savings** with the new Long Stay options.
3. **Booking couldn't be easier:** 24hr call centre, GDS chain code: FI, connectivity with Online Booking Tools, Dedicated Global Account Manager and local Reservations Centres.

Great reasons to consider a Frasers Hospitality Germany for the safety and wellbeing of your clients and employees.