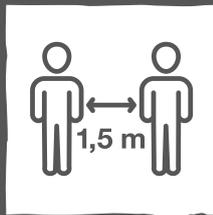


# PROTECTING YOU AND OURSELVES

Maintaining the highest standards of hygiene and cleaning in our hotels, restaurants and bars has always been one of our top priorities. Now, in the light of SARS-CoV-2, we have further developed our existing concept regarding hygiene, behaviour and safety in order to comply with the requirements and recommendations set down by the Bavarian State Government. These additional measures are as follows:



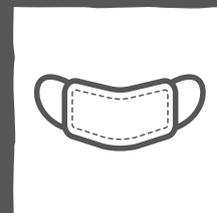
Compliance with the **distancing regulations / minimum distance** through the appropriate layout and design of our public areas, restaurants and bars.



Enabling thorough **hand cleansing** through contact-free disinfectant dispensers in all public areas, with special cleaning products provided in the toilets.



Guarantee of contact-free interactions between our staff and guests by means of **contactless card payment** and the installation of distance markings and cough guards.



Introduction of **mouth and nose masks** (FFP2 masks) and gloves as an additional measure to protect against infection, if needed.



Special cleaning and ventilation procedures, as well as keeping a log of the continual **disinfection of high-touch surfaces** in public areas and behind the scenes of our establishments.



In-depth **training for our staff** and support in complying with the extended hygiene, behaviour and safety regulations in all areas of our business.

## Increased hygiene standards in our hotels

**HOTEL ROOMS** are subject to special cleaning and disinfection standards. Higher standards of hygiene apply to the washing and changing of bedding and towels. The intervals between room cleanings will be adjusted flexibly according to the wishes of our guests; in so doing, we ensure that the same staff always clean the same storey of the building. SuitePads (digital folders for guests) give our guests contactless access to information and our services from their hotel room.

Furniture in **PUBLIC AREAS** is more widely spaced to comply with the current distancing regulations and is cleaned and disinfected at more frequent intervals. Special attention is paid to points of frequent contact, such as handrails, door handles, lift buttons and key cards. A progressive ventilation system secures air exchange rates above statutory safety measure standards; added air purifying filter relieve the air safely from viruses and bacteria. We are able to offer a completely contactless check-in and check-out for our guests.

**NON-PUBLIC AREAS**, which are for staff only, are treated with exactly the same standards of hygiene and cleaning. In particular, we ensure that areas in frequent use, e.g. entrances, exits and offices, are disinfected regularly.

## Increased hygiene standards in our bars and restaurants

**SERVICE AREAS** must be occupied in compliance with the current distancing regulations. Our service staff will allocate our customers a place to sit. A reservation is required for our restaurants in order to prevent a flux of customers. A progressive ventilation system secures air exchange rates above statutory safety measure standards; added air purifying filter relieve the air safely from viruses and bacteria. All contact areas and items that are frequently touched, e.g. menus or salt and pepper shakers, are treated to meet the higher standards of cleaning and carefully disinfected before each new occupancy. We ensure that our service and kitchen staff remain in the same team for each restaurant and bar. Food and beverages are also available to take away.

**KITCHEN AREAS** have always been subject to special standards of hygiene. We follow measures designed to prevent infection during the preparation of food and the cleaning of crockery, cutlery and glasses. By means of continual quality management and staff training, we are able to ensure compliance with these requirements on an on-going basis.

# Increased hygiene standards in our event spaces

**EVENT SPACE** seating arrangements comply with the current social distancing rules. All rooms are cleaned as per increased standards of hygiene and set up with progressive ventilation systems and added air purifying filters relieving the air safely from viruses and bacteria. Disinfectant dispensers are provided to allow participants to disinfect their hands and surfaces around the room more frequently. We ensure that the same service staff are on duty throughout the whole event.

**FOOD AND DRINKS** will be provided to each person individually at their seat during the event. In compliance with the current social distancing regulations, participants will eat lunch or dinner together in designated side rooms in our restaurants and event spaces.

Kindly note that for participants, wearing a mask (FFP2 masks) is only compulsory during the event when they sit in theatre style or leave their seat. Speakers are not required to wear a mask as long as they maintain a distance of at least 1.5 metres from the other participants.

*We provide our employees with legally compliant masks and the opportunity, to get tested for and vaccinated against the SARS-CoV-2 Virus.*

For the latest notifications and legal norms in for Munich visit:

[www.muenchen.de/int/en/events/corona-virus-current-rules-regulations.html](http://www.muenchen.de/int/en/events/corona-virus-current-rules-regulations.html)

Munich, 11/28/2021



**Platzl Hotels**  
WIR • GENIESSEN • MÜNCHEN

#### **Platzl Hotel**

Restaurant Pfistermühle  
Ayinger am Platzl  
Platzl Karree Boden & Bar  
Josefa Bar & Kaffee

#### **Marias Platzl Hotel**

Kreszenz<sup>4</sup> – Der Saal  
Ayinger in der Au