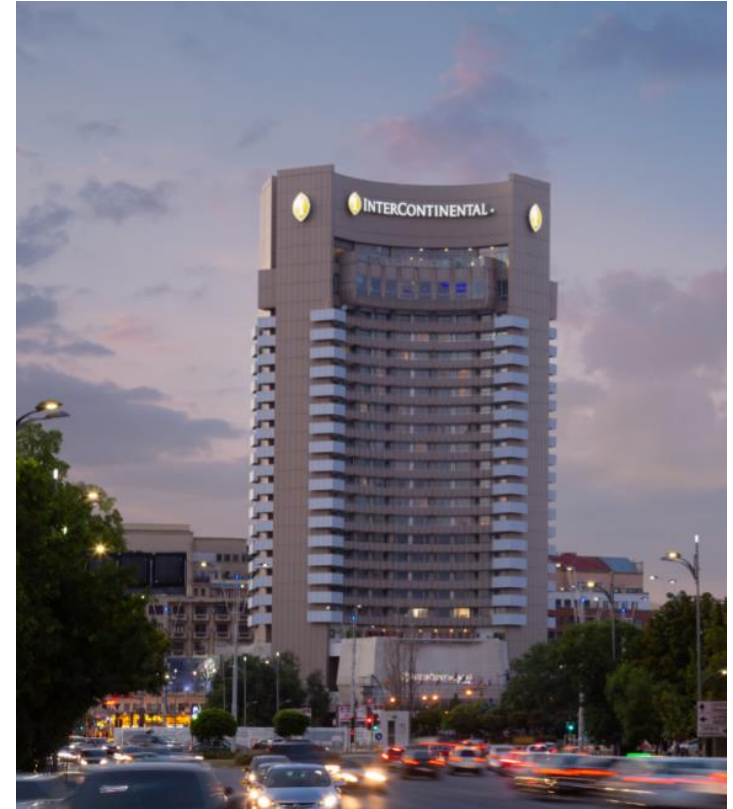




- IHG and InterContinental Bucharest will ensure its guests a safe, welcoming and clean environment with a strong focus on cleanliness, communication and physical distancing
- IHG Way of Clean program, a long-standing commitment to rigorous cleaning procedures, is now expanded with additional COVID-19 protocols and best practices including deep cleaning with hospital-grade disinfectants and evolved procedures in every area of the hotel
- “IHG CLEAN PROMISE” is a global program demonstrating IHG’s dedication to the updated measures and a clean stay, more information available at: www.ihg.com/clean



FRONT OFFICE

- Reduced contact and physical interaction at check-in, touchless transactions, front-desk screens, sanitiser stations, sanitised key cards, paperless checkout
- Plexiglas barriers placed on the reception desk, separate containers provided for new/ used pens and key cards
- Social distancing protocols in place with special signage at the entrance of the hotel, lobby area and restaurant entrance
- Front desk colleagues with masks and gloves
- Sanitizer stands placed at hotel entrance, on the reception desk, in front of restaurants, in front of each restroom and in elevators
- New cleaning procedure with increased disinfecting frequency of high-touch surfaces; tables, sitting areas, elevators and door handles cleaned every hour



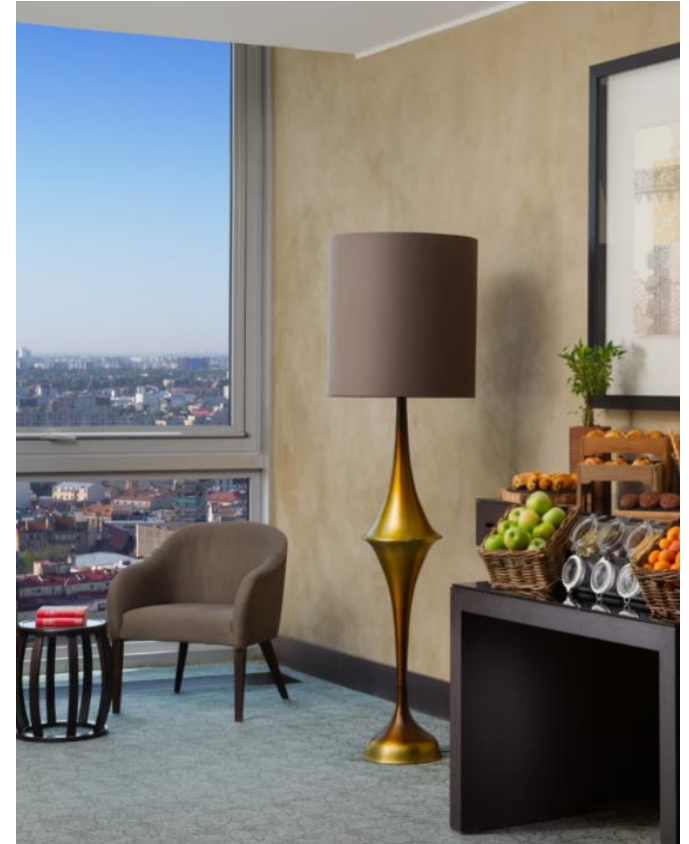
GUEST ROOMS

- **IHG Way of Clean - 5 step cleaning process** to ensure every area and its components are both aesthetically and hygienically clean: Survey/ Service/ Shine/ Stage/ Self-Inspect
- During the 5 step process the focus is on 3 important elements: cross contamination, key value drivers and high touch areas
- Increased disinfecting frequency of all hard surfaces and fixtures, and upgraded laundry protocols
- Removal of non-essential items: in-room furnishings, collateral, and high-touch items
- Individual guest amenity & cleaning kits provided in each room: disinfectant gel, napkins and mask
- New technology: UV-C lamps and neutralisers used to further clean rooms, and UVC9 control lamps for sensitive areas
- Hotel staff enter the room only on request or once room is vacant



MEETING ROOMS AND PUBLIC SPACES

- Revised room capacity and setup, spacing of furniture to allow social distancing as per local regulations
- Increased disinfecting frequency of high-touch surfaces, "last cleaned" charts, social distancing signage
- Sanitizer stations available throughout all public spaces, at the entrance of the meeting room and individual hand wipes available on request
- Tables and chairs disinfected before and after the event
- Strict food handling and service: food served by a Chef, coffee & drinks by waiters, individual bottles of water
- Mealtimes staggered to avoid congestion, routes to breakout areas pre-planned and clearly signed
- Pens and pads, condiments provided on request



RESTAURANTS AND BARS

- Revised placement of tables to allow social distancing as per local regulations
- Tables and chairs sanitized between each guest
- Updated food handling and service guideline, and additional cleaning and sanitizing protocols
- New approach to buffets, banquets, and catering
- Sanitizer stations available at the restaurant/ bar entrance and individual hand wipes available on request
- QR Code for menus, consumption charged to room or credit card

*Available now:

- **Corso Terrace** open between 07:00 – 22:30 with Corso & Bar menu
- **Room Service** provided 24/7: full breakfast, lunch, dinner, and bar menu

