

As a response to the Covid 19, we have implemented a complete “ Covid 19 Response Action Plan” to deal with this new situation and to ensure a safe and relax environment within our hotels, for both our valuable guests and employees .

Certain parts and aspects of our hotel operations have been changed and adapted. A strict hygiene and safety action plan has been implemented in all of our hotels in Egypt which have re-opened. This action plan with new procedures and regulations is following the strict directives of the Ministries of Tourism and Health of Egypt, as well as “WHO Operational considerations for COVID-19 management in the accommodation sector”.

New Health & Safety Conditions

Any hotel which is restarting operations will be first audited by the Local Authorities and will receive a special “Healthy & Safety Certificate”

- Audit will be conducted in cooperation with Ministry of Health and other Experts, covering all aspects of a safe hotel operation
- Certified Hotels ONLY can welcome new guests, starting May 22nd 2020
- Certified hotels will provide onsite medical assistance, if a positive case is discovered the hotel will take the necessary steps requested.
- All protective equipment is subject to special checks and authorization and will be provided for both guests and staff
- Strict communication and reporting procedures, both internal and external, are implemented

The Three Corners Hotels & Resorts Egypt Response to Covid-19

“Our Commitment to Keeping You Safe while enjoying our Hospitality with high international and local safety and hygiene standards “

A Touch
of Belgian
Hospitality...



**The Three
Corners**
Hotels & Resorts



For You & For US

Together we can make it!

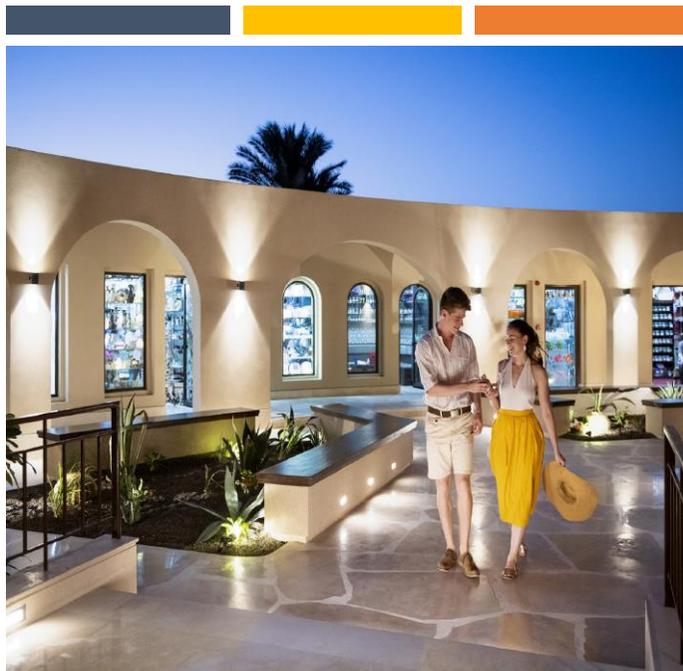


General Hotel Policies

- Restricted number of guests per room will apply
- Further restrictions may apply to maximum capacity in several parts of the hotel
- Food & Beverage Services available are being adapted to the new circumstances, focused on our quality, variety and guest satisfaction
- Valet service and evening entertainment are temporarily not available

Check In and Lobby :

- Special sanitation procedure upon check in will be implemented
- Extra safety precautions are being implemented for registration
- Body temperature of guests will be checked and recorded upon arrival at hotel and might be checked during their stay.
- Sanitizing dispensers for our guests will be available at public areas
- Strict cleaning and sanitizing procedures will be in place for all areas.
- Senior Guests will receive extra care and attention



We Travel Safe

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Guest rooms and Housekeeping:

- Enhanced thorough cleaning protocols as per the directives of the Ministry of Health, will be implemented in guest rooms and public areas.
- Guest rooms will be fully sanitized after check out and not be entered for 24 to 72 hours after check-out
- Unnecessary items will be removed from guest rooms, such as decorative pillows, bed scarves, paper notepads and pens, stationary.
- For guest and employee safety and well-being, daily or regular in-room housekeeping services will be limited .
- Hourly cleaning protocols are implemented for public key touch areas
- Strict rules apply for Laundry and disposal of garbage



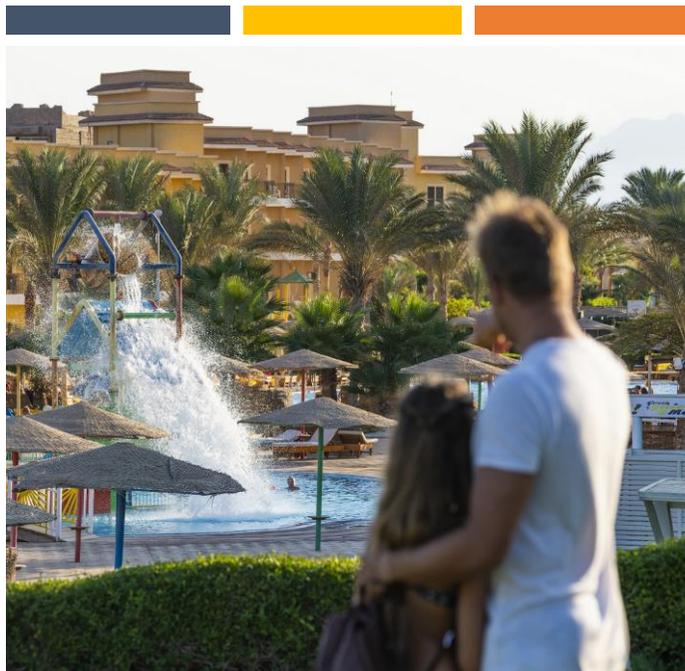
Hotel Employees and Staff Requirements:

- All our employees have been thoroughly trained to follow new strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols. Most staff will wear gloves and or a face mask.
- Employee workstations and accommodation will be cleaned and regularly sanitized and / or disinfected.
- All employees will undergo strict preventive health checks.
- Number of active employees are controlled and extra safety protocols are implemented before starting duties
- Logbooks are implemented as per WHO directives

Food and Beverage areas:

While recognizing the importance of quality and elaborate buffet services, our procedures and standards have been adapted to prioritize your health and safety, including:

- Breakfast formula with special safety measurements ensuring NON-guest contact.
- Lunch and dinner buffets are replaced by set menus and / or a la carte offerings, depending by hotel and availabilities.
- “Shisha” facilities are not available till further notice
- Additional safety measurements are implemented such as extra social distance between tables, revised protocols for table settings and cleaning, individual hand sanitizing facilities for guests



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Other Leisure facilities:

Pools & Beach will be subject to enhanced sanitizing protocols , while respecting extra safety and social distance between the guests.

Beach towels will be available from the guest room and animation activities will be restricted

Gym & Spa facilities are only accessible for inhouse guests, with extra social distance between each equipment, and will be sanitized and cleaned after each guest.

Certain facilities such as sauna, jacuzzi, steam bath and massages are temporarily not available.

Diving Center : restrictions and special regulations might apply, depending on each hotel; please consult the reception upon arrival for updated information on Diving Center facilities.

The information hereby provided can be altered and updated anytime as per new directives of the Egyptian Authorities and safety measurements can be eased or further enhanced as per the development of the local health situations.