

Baron Hotels & Resorts Egypt Re-opening Statement

In the light of the global COVID-19 pandemic, our daily life, routines and travel have undergone drastic unprecedented changes.

In the whirlwind of unfolding events, our health, well-being and safety have moved to the frontline of priorities and formed a core for our present and future life dynamic. Our hospitality practices, albeit exemplary and superlative as ever, have also undergone significant evolution and enhancement in bid to match the novel requirements and standards of the changing world.

We have fully embraced the latest progressive technology, procedures and techniques to introduce a brand new concept, tailored to engulf our esteemed guests in an exceptional holiday experience within “**Baron Safe Haven**”, marked by uncompromising health & safety principles.

Our “**Baron Safe Haven**” concept emphasizes 2 primary areas of value and significance – a safe contact experience throughout the entire stay and revolutionized cleaning and disinfection practices, that are certified by our acclaimed partner Preverisk, one of the leading establishments in health & safety.

I'd like to seize the opportunity and give a comprehensive insight into our new “**Baron Safe Haven**” concept that serves as a trademark of quality and safety insurance.

A safe contact experience

To ensure that the guests' stay with us is as safe-contact as possible, we are offering a wide range of services:

- Safe contact in-room dining and restaurant menu via TV and Baron what's app
- Safe contact services via Baron what's app in making a restaurant reservation
- Safe contact services for any request via Baron what's app
- Restaurants offer one-way wooden cutleries, cups and glass options
- Room service is delivered with no human interaction
- Guests can request flexible cleaning timing
- Turndown service upon request
- In-room pick-up or delivery services with no human interaction
- Beach and pool towels are available in the guest room

Revolutionized cleaning & disinfection practices

Baron Hotels & Resorts Egypt already strict cleaning and disinfection program has been significantly augmented, with the frequency of cleaning of all hotel areas increased and enhance cleaning, disinfection and sanitization processes across all areas of the hotel, ensuring local, regional and international cleaning, health and safety standards are met.

Rooms will undergo deep cleaning as well as a full disinfection process that includes the use of intense aerosol methods, focusing not only on high touch points, but ensuring an

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entirely safe space is delivered. All bedding feather items, mattress protectors, bed and bath linen will be removed and disinfected after each stay and will undergo chemical and thermal disinfection. Immediately following the completion of all protocols, rooms will be sealed, assuring guests that they will be the first to enter their “**Baron Safe Haven**”.

What other hygiene & safety measures are implemented

Associates:

- All Baron associates are wearing Personal Protective Equipment (PPE) and practicing strict hygiene protocols
- Daily temperature checks are conducted before associates enter the hotel premises

In public areas:

- Traffic control on most frequent places for social distancing by using barriers/floor marks
- Self-parking instead of valet parking
- Luggage disinfection upon arrival
- Temperature checks (if applicable)
- Hand sanitizers dispensers in all public areas and elevators
- Increased cleaning frequency in public areas

In rooms:

- Removal of all unnecessary amenities with lesser decorative items
- All remaining amenities are replaced individually for each guest following strict disinfection and sanitization
- Minibar contents and glasses removed – guests to order when required
- Personal sanitation kit (masks, gloves and sanitizer)

In restaurants:

- New table set-up – cozy dining spaces, but more distanced from other diners
- A la carte menus only accessed through Baron what's app
- In-room dining service options with safe packaging
- Buffet service when applicable with manned service stations
- Condiments service at the bar arrangements have been done to avoid cross-contamination risk by service single portions

In hotel gym:

- Increased disinfection and cleaning of equipment
- Machines moved to adhere to social distancing

At hotel pools/beach:

- Increased disinfection of sun chairs and tables
- Stringent towel cleaning and handling methods

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Water safety and legionella prevention:

- Water system has been fully flushed and checked to the correct level of disinfection
- Water has been tested for chemical characteristics in the laboratory

We have implemented the aforementioned measures to safeguard health and well-being of our esteemed guests and to ensure their utmost comfort and safety throughout all stages during their stay.

Please rest assured that we will closely monitor the of course COVID-19 pandemic, both locally and globally, and adapt our practices according to the safety guidelines and protocol dynamics.

COVID-19 pandemic left the world with a bitter aftertaste of uncertainty and apprehension, therefore it is our hospitality's foremost mission to make our guests feel safe and secure in the courtesy and care of our "**Baron Safe Haven**".

On behalf of the entire Baron Hotels & Resorts Egypt team, I look forward to welcoming you in our ultimate "**Baron Safe Havens**" by the Red Sea.

Stay safe. Stay at our Baron Hotels & Resorts Egypt.