



Thank you for being a valued CityBlue Hotels guest.

We are reaching out to let you know that CityBlue Hotels remains steadfast in our commitment to provide our guests with the highest quality service. As we are all aware, the challenges facing our world are all too real with the coronavirus (COVID-19).

At CityBlue Hotels, our priority is the safety & well-being of our staff and guests. We are monitoring the evolving situation and making decisions based on guidance from the world health organization as well as local, County and National governments in the countries that CityBlue Hotels is present at.

Please know that you can continue to book with confidence in our properties once we reopen.

- We have expanded our efforts to clean and disinfect our hotels to provide the safest environment possible for our employees and guests.
- We are ensuring that temperature checks for all our hotel guests are mandatory upon arrival.
- We have ensured that alcohol-based sanitizers and clean running water with soap is easily accessible for all guests and staff coming into the property
- We have ensured that there is on-going training for hygiene protocols, as well as training all hotel staff on enhanced COVID-19 awareness protocols.
- We have issued protective gear for all our staff in order to protect them from any form of infections.
- Our staff also have increased the frequency of cleaning and disinfecting all common areas and commonly touched surfaces throughout our properties.
- Guest Rooms are deep cleaned after every check-out and before guest's arrival – paying particular attention to high-touch areas.
- CityBlue Hotels remains committed to social distancing norms ensuring a 1.5m distance in all guest areas including the restaurants.
- We have instructed our staff to follow the CDC's published protocols to prevent the spread of COVID-19, including frequent hand-washing and maintaining adequate distance from others.

Let us during this time be mindful of each other and be vigilant in ensuring the health and safety of all. Together we shall overcome.

