

Dear Guest,

We are handing you this letter to inform you about the steps we are taking regarding the emergency situation that the corona virus has caused in Denmark – and in the rest of the world.

We work with people and we are therefore seriously affected by the events currently unfolding. We take this situation very seriously, and we at Arthur Hotels feel a strong sense of shared responsibility.

We are following the Danish government's recommendations. We treat each other and our guests with the greatest care and decency.

Fortunately, the virus has not affected anybody at our hotels, yet. Our staff are all healthy, everything is functioning normally and we have not experienced problems with deliveries. Restaurant La Rocca and Pintxos are temporary closed. Our Japanese restaurant Sticks'n'Sushi offer in-room dining without any extra cost. The menu is available online www.sushi.dk. Our staff can assist you with alternatives.

Our staff are an effective group with a fantastic team spirit, and they are a part of our family – and as always, our guests are also welcomed in our family. Come as guest, leave as family – this is our motto. As everyone else, we are doing our best for everyone's sake. We are doing what we are good at and what we enjoy. This is how we have and will continue to do things. We take care of our guests, our staff, the people around us and ourselves.

In order to limit the spread of the virus, we are following the guidelines and recommendations issued by the Danish authorities:

- We have set out hand sanitizer for both staff and guests.
- We are not giving hugs or shaking hands at the moment.
- We keep the recommended distance of 2-3 meters.
- We air out for 5 minutes every hour – in both guest areas and offices.
- We ensure a maximum of 10 people in one place at the same time.
- We have an increased focus on cleaning including frequent sanitizing
- We serve in-room breakfast without any room service charge.
- The staff are bringing their own food and we will keep a distance.
- Our employees are divided into teams, and we will work in shifts.
- All travelling and quarantine is in line with the Danish government's recommendations
- All administrative support employees work from home to the extent possible.
- All employees are avoiding public transportation during peak hours.
- Our running club Arthur Running is temporary closed.
- Ni'mat Spa is temporary closed.
- Restaurant La Rocca and Pintxos are temporary closed.
- Cozy Hour drink is served in Your room free of charge. What we serve varies from day to day.

Obviously, we are all concerned about the current situation, but we have done our very best to stay ahead of things. And as always, we look forward to welcoming you, when you need a place to stay in Copenhagen

All the best,
from the Arthur Hotels team