



Dear Friend and Guest,

We hope that you are well and safe, wherever you are. What is happening right now around the world is as deeply concerning to us as it is to you. We are taking this situation very seriously, and as we always do at Arthur Hotels, we feel a strong sense of shared responsibility as we follow the Danish government's recommendations. The corona-crisis affects all of us, and the hotel industry is particularly hard hit. We are following health authority recommendations and implementing new precautionary measures every day – making adjustments as the situation evolves. Our wonderful colleagues are committed to doing all they can to make life here comfortable and to keep our hotels running efficiently during this extraordinary situation.

The Danish government has passed an aid package for our sector, and for that we are extremely thankful. This aid package has made it possible for us to send some of our staff home with pay, avoiding the dreaded situation of having to lay off good and loyal colleagues. We will therefore be operating at reduced capacity for the foreseeable future, but our hotels will continue to be open and you can feel safe coming to us.

We have taken every precaution to keep our guests as safe as possible, both now and for as long as this crisis is upon us. We are being extra vigilant with disinfecting of all surfaces. All areas are cleaned several times a day, and we have made hand disinfectant available to our guests. Breakfast and our popular Cozy Hour drink are provided as room service, because we comply with the government's requirement of a maximum of 10 people in the same room.

If you need a hotel in the foreseeable future, please rest assured that you, your family or your colleagues are most welcome at our hotels. What the future will bring is anyone's guess. But we want you to know that you can book your stay at a flexible rate now and cancel it at any time prior to your arrival date if you need to. If you have any questions, please send an email to book@arthurhotels.dk and we will respond as soon as we can.

We sincerely hope that you come safely through this crisis, and we have a strong belief that we will overcome, maybe a little bruised, but still standing.

Best wishes to you all,

Kirsten Brøchner, CEO,
Helle Hessellund Bisholm, COO,
and Pia Schmølker, CCO

Handwritten signatures in blue ink. The top signature is 'Kirsten Brøchner', the middle is 'Helle Hessellund Bisholm', and the bottom is 'Pia Schmølker'.