

KEMPINSKI WHITE GLOVE SERVICES

AT A GLANCE

Kempinski
HOTELIERS SINCE 1897

Our utmost priority has always been to ensure a healthy and safe environment for all our guests and employees worldwide, at all times.

The Kempinski White Glove Services initiative includes a number of measures and steps that are implemented in our hotels worldwide to ensure the comfort and safety of our guests. These measures cover everything from arrival to set-up of public areas, food & beverage and housekeeping, as well as spa areas and meeting facilities.

Kempinski hotels will adhere to local and national safety and health regulations at all times and might adapt our services where needed and applicable.



General Guidelines and Public Areas

- All employees are wearing masks and gloves
- Masks are available for guests on request
- Hand sanitisers are available in all public areas including restrooms and clearly visible for guests
- Social distancing rules are adhered to by all staff keeping a minimum of 1.5 to 2 metres distance when talking and interacting with guests
- Elevators and handrails are cleaned regularly

Guest Experience and Rooms

- Upon check-in, guests have the possibility to request a 'Do not enter my room' process – which means, all guest interaction will happen in front of the guest's room (e.g. luggage delivery, in-room service, etc.)
- The luggage cleaning service is offered as per the Kempinski Brand Standard and an additional service for luggage disinfection is available
- Only disinfected pens are used at the reception and a new pen is placed for each guest
- Key cards are disinfected prior to hand-out to guests and employees
- Contactless card payment is available
- Each room has complimentary face masks, and mini hand sanitisers are included in our in-room amenity set
- Like the linen and the towels, the pillow protectors are changed and sanitised after each departure



Restaurants & Bars

- All service employees are wearing masks and gloves
- Hand sanitisers are available in all outlets and clearly visible to guests
- Tables can only be occupied by a maximum of 4 guests with a minimum distance of 2 metres between the tables
- All surfaces and table top items, including salt and pepper and flower vase, are cleaned after each service and guest
- Only contactless card payment is accepted
- Wherever possible, menus are available digitally
- Menus, pen, bill folder or other items, are disinfected prior to giving to a guest
- All snacks are served in closed mini bags, sugar is served in paper sachets or as wrapped cubes

Spa, Fitness & Pools

- Distance markings are in place in all spa and pool areas, including waiting areas, changing rooms, showers and toilets
- All gym equipment and public spa areas are frequently cleaned
- Gym equipment is cleaned and disinfected after each usage
- Due to social distancing regulations, some treatments might not be allowed at the moment
- Guests who prefer doing exercise in their room, can request in-room sports equipment



Meetings & Events

- All service employees are wearing masks and gloves
- Group arrivals are managed in a separate entrance or divided in several groups to avoid a concentration of people in the lobby
- Social distancing rules are adhered by all staff keeping a minimum distance of 1.5 to 2 metres when talking and interacting with guests
- Hand sanitisers are available and visible to delegates at each meeting room entrance, coffee break station and dining table
- The meeting room setup is compliant with local health regulations, respecting the minimum required distance between delegates and the allowed number of delegates per square metre
- Meeting rooms are cleaned frequently during the day in addition to the end of the day cleaning
- Kempinski pens used by delegates are collected, cleaned and disinfected after each meeting day. New disinfected pens are provided for every new meeting day
- Water bottles and glasses are changed during each cleaning
- Coffee breaks, lunch, dinner and cocktail set ups are compliant with local and national regulations, ensuring the minimum required distance, the maximum number of delegates per table and per room square metre as well as food safety
- All A/V equipment is thoroughly disinfected after each use