

# COSI

## Hygiene and Health Standards



Dear Guest,

At COSI we are rethinking the way we travel and experience a stay away from home. Always focusing on the highest quality standards and are reinforcing our already strict cleaning protocols as a response to the current health situation in-line with the updated WHO recommendation.

In addition, our state of the art technology allows guests to have a contact free stay. From check-in to check-out, direct engagement with personnel is reduced to a minimum.

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### Enhanced Hygiene and Health Measures

- Common areas : upgraded daily cleaning focusing on the frequently touched points such as door handles, pin pads and lift panels, etc.
- In-room cleaning : reinforced the importance of thorough cleaning in frequently touched areas, including light switches, TV remote control as well as door and window handles, etc.
- Bed linen and towels : providing bed linen and towels that are professionally washed by an external hotel grade laundry company ensuring the highest level of cleanliness
- Inspection frequency : increased cleaning inspection to ensure compliance with upgraded high cleaning and disinfection standards
- Cleaning products : Using superior cleaning products with a greater concentration of bacteria-killing ingredients superior to hotel grade cleaning products
- Personnel training : additional personnel training regarding compliance on good personal hygiene and social distancing in the workplace, as well as using personal protective equipment correctly in order to protect themselves and our guests

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Should you have any questions or concerns, please do not hesitate to reach out at +49 30 31196117, either through your preferred messaging app or via a phone call.

We wish you a wonderful stay with us.

Best regards,

*Così team*

Changing the way guests *feel* about travel