



Dear customers and partners,

We are going through a delicate moment which requires extra care.

Thus, attentive to the determinations of the Government of the Federal District and WHO, we have implemented some mandatory protocols, aiming at the safety and health of our guests and employees.

The information below presents the new procedures adopted by B Hotel that must be followed by everyone:

- **The use of masks in Brasilia is mandatory in public places**, subject to a fine, according to the Decree n° 40.648. therefore, masks are also required in the common areas of the hotel;
- Guest's temperature will be measured with a digital thermometer at the hotel entrance. Those who are feverish will not be able to stay or attend the hotel's facilities;
- We will provide rugs with a disinfectant solution so that guests can clean their shoes before entering the hotel and sprays of alcohol 70% to clean their luggage;
- At reception, signs indicate the minimum distance of 1.5m that must be maintained between the attendant and the guest. This distance must be respected in other areas of the hotel as well;
- We will offer several points of alcohol gel in common and internal areas, encouraging continuous use. In the rooms, we will provide alcohol gel sachets;
- Breakfast is served individually for each guest at the ground floor restaurant;
- Bar 16 and Térreo restaurant are arranged respecting the necessary safety distance and working with reduced public capacity. For more information and reservations, please contact our team;
- Room service is available for guests who prefer to dine in the room. The order must be placed by B Service;
- We are following all food care procedures and redoubled our attention in cleaning dishes, glasses and cutlery;
- Deliveries must be received in person by guests at the reception. We remind you that it is important to disinfect the packages received and avoid contact with the delivery personnel;
- We suggest the individual use of the elevators;
- We have increased cleaning in all environments. High-flow surfaces, such as elevators, handrails and door handles, receive disinfection with specific products;
- The rooms are carefully cleaned and disinfected and remain unattended for 72 hours after the last guest's check-out. Sheets and towels are also washed with specific products in our laundry room;
- Hotel ventilation is done individually in each room by air conditioning units with filters. The hotel do not have a single ventilation central, allowing each room to remain isolated from the others;
- We have informed and trained our employees following the guidance of specialized doctors. Procedures such as temperature measurement and hand cleaning with gel alcohol are often done. The use of masks is mandatory for everyone and employees engaged in production are also wearing gloves;

We have temporarily suspended handshakes, but cordiality will always be maintained.

Best regards,

B Hotel Brasilia