

8 July 2020

**PPHE Hotel Group welcomes guests with launch
of 20-step *Reassuring Moments* safety and wellbeing programme**

***The Park Plaza Hotels owner operator expects to open
80% of its 45 properties across Europe by the end of July***



Available to view [here](#).

PPHE Hotel Group, the international hospitality real estate group which develops, owns and operates hotels and resorts, the majority under the Park Plaza brand, is welcoming guests safely back to its hotels following the launch of its 20-step 'Reassuring Moments' programme working alongside Radisson Hotel Group.

Several of PPHE's city and provincial hotels in the UK are reopening in the first half of July. Park Plaza Westminster Bridge London has remained open to provide accommodation to key workers. In Croatia, PPHE reopened its hotels and campsites on the Istrian Peninsula during May and June. In Germany and Hungary, a number of properties re-opened in May, adhering to social distancing rules with limited capacity and limited food & beverage offering. Similarly, in the Netherlands, the majority of hotels re-opened in June. By the end of July, the majority of the Group's hotels will have reopened, with a limited service offering.

Safety and wellbeing remains of paramount importance as we welcome back our team members and guests. The 'Reassuring Moments' programme has been launched following weeks of dedicated research, development and testing. It leverages expert advice, global health recommendations, bespoke technologies and innovative procedures to both enhance the safety and wellbeing protocols within our hotels and empower our team members to support and care for our guests in light of the Covid-19 pandemic.

Upon entering the hotels and through all communal areas, guests will be asked to comply with social distancing in line with government guidance. Sanitising stations have been installed near the front entrances and throughout all public spaces.

Guests will see that screens are in place at all check in, concierge and host desks, whilst cashless and contactless payment options are encouraged to further minimise contact. Technologies are also

on offer to provide services like 'express' no-contact check-in, to ask questions or to order room service.

Each hotel room will be fully cleaned with updated disinfectant and sanitising chemicals, and each room's furnishings have been adapted to facilitate the higher frequency and intensity of cleaning, with even greater focus on high touch areas. Systems have been updated to improve air circulation and air purification.

In the morning, customers will be able to enjoy breakfast either through in-room dining or the convenient grab-and-go options.

All team members are provided with personal protective equipment, and PPHE is also rolling out temperature and symptom checks when team members report to work. These measures ensure we are offering our team members a safe environment where they can feel confident that their health is well considered.

Greg Hegarty, Deputy Chief Executive Officer & Chief Operating Officer at PPHE Hotel Group commented:

"In recent months, we have been working with top experts to prepare for reopening and are using new technologies to ensure the continued safety and wellbeing of our team members and guests. These enhancements to cleaning, housekeeping, leisure, dining and guest services procedures include the right preventative measures to create an environment where our guests and team members can feel comfortable, confident and most importantly, relaxed.

Our Reassuring Moments Programme is in place to create the confidence and freedom to enjoy the comfort of our hospitality and the fun and excitement of travel."

ENDS

Read more about PPHE's *Reassuring Moments* programme [here](#).

Enquiries:

PPHE Hotel Group Limited

Robert Henke, Executive Vice President Commercial Affairs

Tel: +31 (0)20 717 8600

Hudson Sandler

Wendy Baker/ Lucy Wollam

Tel: +44 (0)20 7796 4133
pphe@hudsonsandler.com

Notes to Editors

PPHE Hotel Group is an international hospitality real estate company, with a £1.7 billion portfolio (valued as at summer of 2019) by Savills and Zagreb nekretnine Ltd of primarily prime freehold and long leasehold assets in Europe.

Through its subsidiaries, jointly controlled entities and associates it owns, co-owns, develops, leases, operates and franchises hospitality real estate. Its primary focus is full-service upscale, upper upscale and lifestyle hotels in major gateway cities and regional centres, as well as hotel, resort and campsites properties in select resort destinations.

PPHE Hotel Group benefits from having an exclusive and perpetual licence from the Radisson Hotel Group, one of the world's largest hotel groups, to develop and operate Park Plaza® branded hotels and resorts in Europe, the Middle East and Africa. In addition, PPHE Hotel Group wholly owns, and

operates under, the art'otel® brand and its Croatian subsidiary owns, and operates under, the Arena Hotels & Apartments® and Arena Campsites® brands.

PPHE Hotel Group is a Guernsey incorporated company with shares listed on the London Stock Exchange and a constituent of the FTSE 250. PPHE Hotel Group also holds a controlling ownership interest in Arena Hospitality Group, whose shares are listed on the Prime market of the Zagreb Stock Exchange.

Company websites

www.pphe.com
www.arenahospitalitygroup.com

For reservations

www.parkplaza.com
www.artotels.com
www.arenahotels.com
www.arenacampsites.com