

# OUR RESPONSE TO COVID-19



### HEALTH & SAFETY PROTOCOL

Before check-in, each room is thoroughly disinfected by a specialized external company and hygiene items like Clorox wipes, gloves and hand sanitizer gel are provided. Upon arrival, students are given a tour, which includes specific safety instructions. During the TSH introduction week, our General Manager will also present the new health and safety measures to make sure everyone is fully up to scratch. Each and every member of staff has been trained in workplace health and safety, specifically on how to handle guests reporting COVID-19 symptoms, and how to apply measures in order to prevent further spread. A trained dedicated member of staff will then be available in the Lobby to act as a safety contact and to ensure all safety procedures are being followed. In case of any emergencies, we've assigned additional rooms for anyone required to self-isolate.

### NEW FEATURES '21/ '22

At TSH students stay in one of our single occupancy rooms with a private bathroom, which includes the use of key-card only floors, 24/7 security and access to common study spaces. From now on, each room will have monthly cleaning, fresh towels

and linen, fully equipped kitchens and free use of the TSH laundry room. To keep studying safe, we've created quiet study areas throughout the hotel that have been divided and arranged in-line with COVID-19 protocol. Students will also receive a 12 month Skillshare membership, and have access to online classes led by the worlds best practitioners. Throughout the hotels, there's plenty of signage, posters and floor stickers to help guide students, and entrance and exit doors are marked clearly to maintain a safe flow.

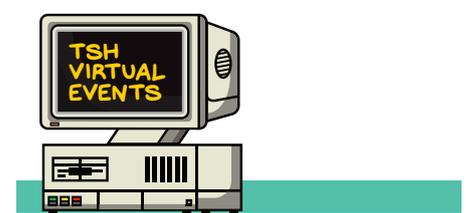
### SAFER SPACES

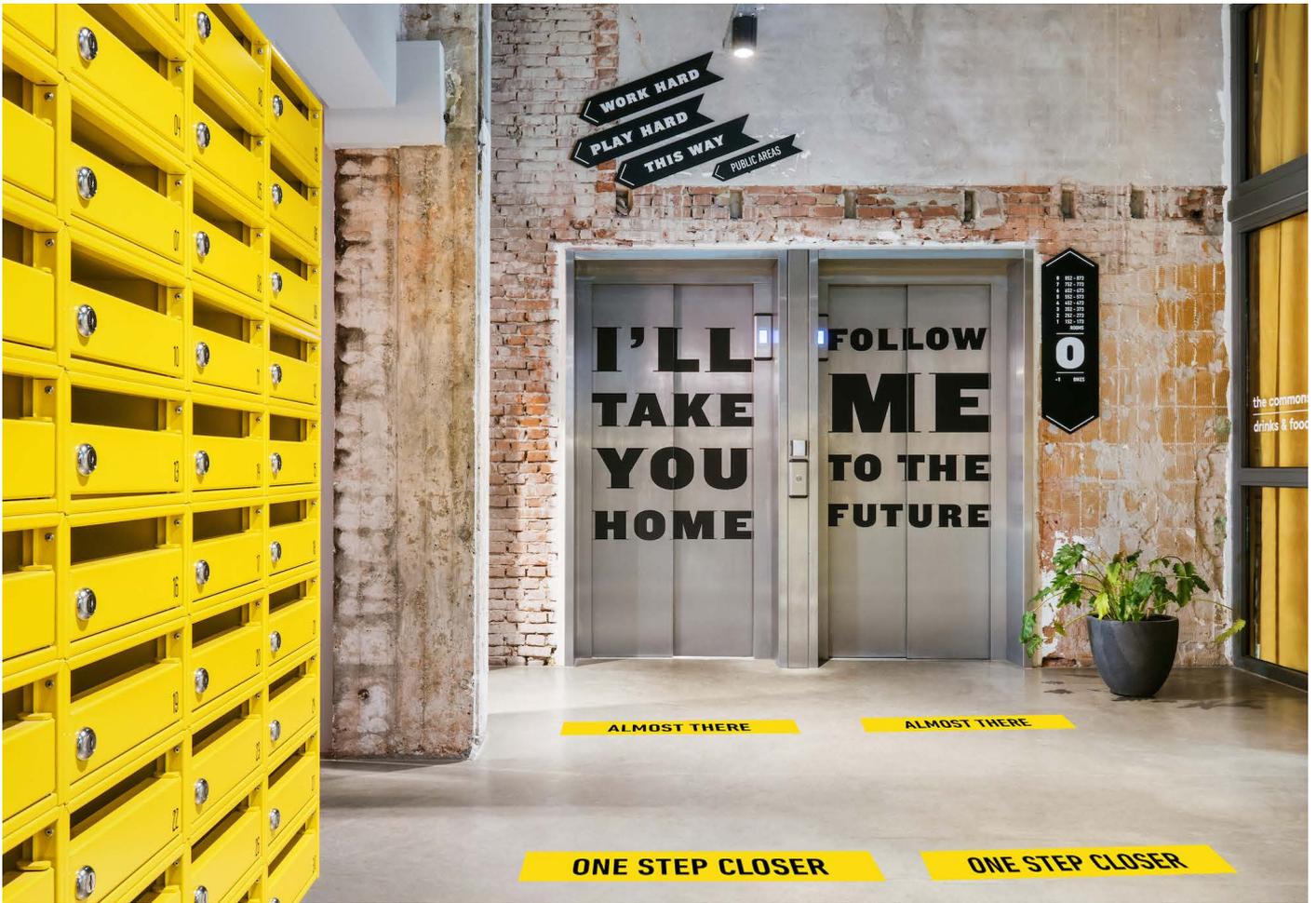
We've increased and improved the cleaning of all surfaces in our Hotel, TSH Collab and all Commons areas, using detergents approved by health authorities. An informative campaign around COVID-19 prevention has been implemented, and our measures have been made available for all students, posted via signs in all public areas and elevators. We've increased the frequency of our daily cleaning schedule across all rooms and surfaces, ensuring all sensitive and key risk points like handles, doors, buttons and elevators are cleaned regularly. A kitchen schedule has been put in place and only a maximum capacity is allowed in at any one time. All shared

kitchens are cleaned twice a week and in our Florence location, we increased the cleaning of the central kitchens to three times per day.

### AN INSPIRING STAY

Community and connectivity are high on our agenda, so students feel supported at every step of their stay. That's why they get 24/7 support from our front desk team and inspiration on what to do and where to go from our local Connector, available through email, WhatsApp or via reception. Our Virtual Events calendar is designed to keep students entertained from dusk till dawn too, with yoga, workshops, BedTalks and more! We've also appointed a full-time well-being professional to offer any support and guidance whenever it's needed, and students will find a Community Concierge close-by, on hand to keep spirits high, and ensure the new safety and social distancing procedures are being followed.





## GYM

We've revised the maximum capacity and layout of our gym, to create a safe, more spacious workout space. Our in-room digital workouts will also ensure students still work up a sweat and include a wide range of physical exercises from yoga to HIIT training.

## CANCELLATIONS OF BOOKINGS

The one thing no one would like to think about, but we do need to anticipate, is the fact that students might not be able to travel before the start of the academic year, or have to return home after just moving to their new host country, due to the impact of the COVID-19 virus.

For '21/'22 semester bookings made via our website directly by students (with or without a promotion agreement) we offer an additional and temporary cancellation right to the original contractual rights for cancellation (see clause 8 of the Hotel Terms & Conditions) where guests can prove that the cancellation is due to COVID-19.

For agreements with our education partners securing rooms for their students for the '21/'22 academic year, cancellation conditions will be discussed individually and will as much as possible be customized to your timeline and wishes. It will reflect the partnership between The Student Hotel and you as the contracted partner.

## ONLINE TOURS

Did you know you can book an online tour and say hello? We understand you might be far away, and still want to view the location before making a decision. So plan a free viewing with one of our staff members who will give you a one on one video call tour of the hotel, reserve a time at [thestudenthotel.com/semester-tours](https://thestudenthotel.com/semester-tours)

## BEREAU VERITAS

Our cleanliness and prevention standards have been developed with, and vetted by, Bureau Veritas, a world leader in testing, inspections and certification. All TSH hotels have been audited and certified by Bureau Veritas.

To be kept up to date regarding our response to COVID-19 as an education partner, please let your Account Manager know or reach out to us via [education@thestudenthotel.com](mailto:education@thestudenthotel.com)

