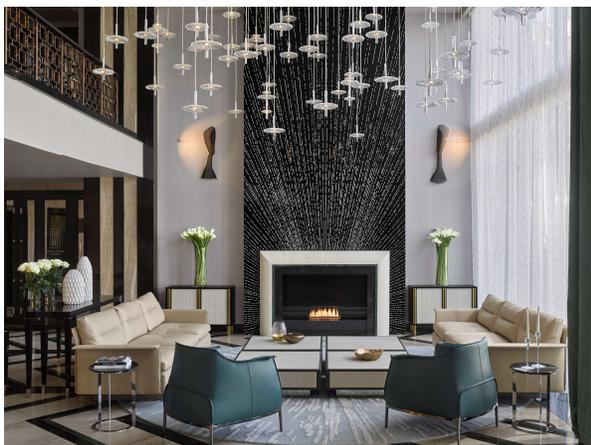




INTERCONTINENTAL.
SOFIA



InterContinental® Sofia is enhancing the guests' experience by redefining cleanliness and supporting their personal wellbeing throughout their stay.

As part of one of the biggest hospitality chains worldwide - InterContinental® Hotels Group (IHG®), InterContinental® Sofia uses science-led protocols and service measures, partnering with leading international companies in healthcare and cleaning products - Cleveland Clinic, Ecolab and Diversey. Together with the updated health and safety procedures, the hotel introduced the *IHG Clean Promise* initiative, providing guests and colleagues extra reassurance and confidence.

InterContinental® Sofia and IHG Way of Clean

Launched in 2015, the *IHG Way of Clean* program is developed together with Ecolab и Diversey, and is now expanded with additional COVID-19 procedures and best practises reflecting the advice of the World Health Organization, Centers for Disease Control & Prevention and the Bulgarian government and health authorities. At InterContinental Sofia *IHG Way of Clean* includes deep cleaning with high-class disinfectants and evolved procedures in every area in the hotel, including :

- **Reception:** Reduced contact at check-in, touchless transactions, front desk protectors, sanitizer stations, reduced paper usage at check-in and check-out
- **Guest rooms:** Visible verification of sanitised items (e.g. glassware, remote control), reduction of in-room collateral, use of new technologies for housekeeping and room service
- **Common areas:** Additional deep cleaning of high touch surfaces, social distancing, informational labels and boards, elevators and common areas capacity limitation
- **Food and beverage:** New standards and service approach to dining on site, room service, meeting and events.



Meetings and events

Maximum security and comfort are ensured during meetings and events organized at InterContinental® Sofia. Floret Restaurant and Bar is working with guaranteed social distance between tables, protectors for the employees and new, easy-to-clean menus. All the events are planned according to the latest instructions for meeting rooms capacities and special protocols for coffee break, buffet and set menu serving are in place, without compromising the impeccable five-star service. The hotel will continue delivering the unforgettable InterContinental® luxury

experience to its guests, complimented by the unique local traditions in gastronomy and hospitality.

InterContinental® Sofia

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