

Current measures Kempinski Hotel Soma Bay, status 09th January 2021:

Sunny greetings from Soma Bay, we hope to welcome you soon (again) with us and have summarized the most important information for you:

The following points speak for a safe stay in Soma Bay:

- The seclusion of Soma Bay, connoisseurs can confirm.
- There is enough space for all guests inside and outside as the hotel is only allowed to occupy 50% of the rooms. That is why it is (unfortunately) very quiet.
- The weather: You can spend the whole day outside in the fresh air and get vitamin D. The spacing between the sun umbrellas at the beach is 6m and distance can be maintained at all times, even throughout the entire complex / pool areas and during meals in the restaurant.
- Towels on the beach are handed out individually wrapped, sunbeds are disinfected before the next guest.
- All employees wear masks, also outdoors, and gloves are worn where necessary (F&B, service).
- All employees are well-trained and know what is important: personal hygiene - mask - distance; if necessary gloves.
- Hand sanitizers are available in many places.
- Body temperature is measured at the hotel entrance and when entering the restaurant.
- Plexiglas panels were installed at various stations: Reception and Guest Relations desk, in the restaurant area in front of food items.
- Sign posts have been implemented in the lobby and restaurant to avoid possible encounters.
- Guests are requested to wear masks in the lobby or closed indoor areas, especially where an increased number of guests occurs.
- No mask obligation for guests on the beach or in other outdoor areas.
- All staff members are quarantined or in self-isolation before returning on duty from a vacation
- Cleanliness is still our top priority and we do our best to keep everything as safe as possible.

A changed concept has been implemented in the restaurant “The View”:

- In the restaurant, masks must be worn on the way to the table and when going to the buffet. At the table itself, the mask may certainly be taken off.
- When entering the restaurant, body temperature is measured and distance kept.
- Most important change: No guest may service themselves at the buffet stations. The buffet size has been somewhat reduced and the selection slightly adapted. Of course, there is still enough of everything, even if not to the full extent as usual, but still in the highest quality. There is a meat station, fish station, pasta corner, salads, soups and desserts as well as the kids buffet.

Employees will serve the dishes at each station directly onto your plate. If you are missing any item, please kindly inform our colleagues.

- The distance between the tables has been increased.
- Floor signs indicate the way to the individual stations to avoid large gatherings in one place and distance markings on the floor ensure spacious waiting queues.
- All employees wear masks and gloves.
- The cutlery is individually wrapped for each guest, cloth napkins are currently not available.
- The terrace offers plenty of space to sit outside.

For Laguna Club guests:

- The Laguna Club will remain closed for the time being, the current occupancy does not justify an opening as the expected average occupancy is expected between 15-25%.
- However, the Laguna Club benefits will continue to be available as follows:
- Breakfast at The View Restaurant with sufficient space for all guests. Juices, water and hot drinks are of course included.
- Lunch at Al Mar Pool Restaurant (3-course menu), drinks included (soft and local alcoholic)
- Dinner at The View, including local soft and local alcoholic drinks.
- Beverages (soft and local alcoholic drinks) during the day at Al Mar from 10-17 o'clock and in the evening the Sultan Lobby Lounge from 17-22 o'clock.

General Information:

- Hotel rooms will remain unoccupied for 12 hours. Once a guest has left, each room is well aired and thoroughly cleaned/disinfected
- The wellness area of the hotel reopened its sauna and jacuzzi for adults above 16 years between 4 pm and 8 pm. The steam bath remains closed until further notice due to governmental restrictions.
- During the winter season, the spa pool is heated and open daily from 7 am to 8 pm (from 7 am to 5 pm also for family with children, from 5 pm to 8 pm only for adults above 16 years).
- The kids pool is heated as well.
- The theme restaurants Bamboo Shoot and La Pergola are currently closed, possible consideration to open occasionally upon strong demand and guaranteed reservations - no fixed dates guaranteed.
- Lunch will be served as usual in the Al Mar Pool Restaurant or the Beach Pergola on the beach. The Beachcomber and Sultan Bar are open as well, all are outdoor locations. Sultan Bar has also indoor seating with tables wide apart from each other.

- Boat trips with “Salma” and the glass bottom boat can be arranged; Ringo and Bananaride as well.
- In Soma Bay all hotels, except adjacent Robinson Club, are already reopened, each hotel with lower occupancy.
- Some marina shops also opened, but rather sporadically depending on business.
- The Medical Center, pharmacy and the supermarket will always remain open. The hotel shop and beauty salon are also open.
- The SoBar in the marina is open, other restaurants open according to demand (new is the oriental "Baladina" and the “Burger Factory”).
- The White Beach, the Robinson Club water sports center, the Orca Diving Center and the Kite House are open. All of them have received a hygienic certificate after respective examination.
- The golf shuttle on the promenade as well as the air-conditioned Soma Bay shuttle also operate.
- The Thalasso Spa is open for selected massages and treatments. Please contact our team prior to your arrival for information on the opening status of the Aqua Tonic Pool.
- The golf course is open since 1st October 2020.
- The horse stable "Jasmine Stable" at the entrance to Soma Bay is open.
- The "Soma Splash" water park at Sheraton is open.

Arrival/entry to Egypt:

- Masks are compulsory at the airport and on the plane. You can take them off while eating and drinking. Chatting and gathering in the corridors is prohibited.
- To enter Egypt, a negative **PCR test** result in English language (inquire your doctor or laboratory accordingly including a stamp) is required upon arrival. The test result must not be older than 72 hours prior to arrival. Children under 6 years are excluded from these requirements. The test can be conducted in your home country before departure. The options throughout different countries may vary, e.g. in Germany a test could range between EUR 100,- and 180,- and in Switzerland approx. CHF 140,- per person; at Frankfurt airport there is a quick test in 3 hours for approx. EUR 160,- and the result is sent via e-mail or a 12 hour test for EUR 59,- (e-mail). Both options have already been taken advantage of by guests, the link of the provider is listed below. You should have the test printed out and have it ready when you check in at the airport. Please check with your local authorities of possible test locations and the process. The test result should be shown as a print document upon checking-in at the airport.
- Since 1st September 2020: a **PCR test** is available at Hurghada airport on site and costs USD 30. If you choose to do the test in Egypt, you are required to wait in quarantine/isolation for the result which takes about 1 - 1,5 days. Depending on the arrival time the result could be available in the evening as well. The hotel can consult the lab via phone. The hotel trusts in the personal responsibility of each individual while quarantined.

We have tried the procedure ourselves when we last entered Egypt again on 19th September 2020. About 20-30 passengers had not yet done a test and the handling was relatively fast - of course there is always room for improvement... Similar like in Europe, a nose swab is taken. All passengers with a valid test may leave the aircraft first while the others wait. Then all passengers without a test are taken to a separate waiting area on the way to the passport control, where the test will be paid and then conducted. The additional time factor can range between 20 minutes and 2 hours, depending on the rush. **Notice:** Should the test result come back positive you will have to stay into an isolation room at the hotel and are not allowed to leave the room or go to the pool / beach. Food will be delivered to the room. Your holiday will not go as initially planned and a protocol from the local health authorities will be followed.

- No visa fees are currently charged upon arrival, information was given until end February 2021.
- All luggage on the baggage carousel will be disinfected by an airport employee
- Outside the airport, your driver or bus will wait for you as usual. If organized by the hotel, the driver will wear a mask and will bring you safely to Kempinski in Soma Bay

Centogene: <https://www.centogene.com/covid-19/test-centers/frankfurt-airport.html>

Return to your country:

- Depending which country you are travelling to, the official regulations of said country apply. Please check with the authorities in your country of origin which requirements must be fulfilled to reenter, e.g. quarantine ⌚ duration, PCR test etc.
- Tests can be done in Hurghada at Joint Lab for USD 30,- per person (without guarantee and subject to change according to the lab) and is accepted abroad. Passport / ID and airline ticket must be provided, the test result will arrive within 24 hours. Details: Education Directorate St. – El Dahar – Hurghada; Tel. +20 122 7541 409. The hotel can assist further to arrange transportation or opening hours.

In addition, you can do the test while staying in the hotel conducted by the El Borg Lab (Nasr Street – El Dahar – Hurghada; Tel. +20 114 6660 284) for EGP 2,100,- for the test + EGP 300,- for the transfer.

Personal message from Lars Pursche, Hotel General Manager:

Dear guests of Kempinski Hotel Soma Bay, We hope to have given you a good insight into the situation on site and a more secure feeling. Many of you would like to come and write to me personally, but feel intimidated by challenges like a PCR test or quarantine after your vacation in Egypt, especially families with school children or people who need to return to their jobs. We fully understand this point and unfortunately have to accept the current regulations of each individual country. Of course, the journey is a little bit more difficult at the moment, but still possible. Once arrived, you will be rewarded with a lot of sun and a fantastic sea for swimming.

My wife Susan and daughter Karla as well as myself, were on vacation for 12 days in September and travelled quite a bit. We have now gained a very good insight into how things are currently handled in Germany and Switzerland. Flying to Zurich with Edelweiss is probably the only possibility to fly directly to Hurghada from Central Europe (D/AT). Alternatively, from Frankfurt, Berlin Schönefeld or Vienna via Cairo, or with other options via Istanbul. These flight options will not change much in the near future, unless travel warnings are lifted. From Switzerland, additional flights are planned from other airports such as Basel. Flights are also leaving from the UK and Poland as well as the Ukraine - such schedules remain dynamic and must always be checked.

It is fully understandable that no one wants to expose themselves to unnecessary risk, especially when you consider yourself part of a risk group, and this concern currently affects many of our (regular) guests in Soma Bay.

We are happy to inform you that we have nevertheless European guests in the house, more and more Swiss or coming from Germany, partly for long term stays at the age of 70+ or families with smaller children. Receiving many positive comments about the standard and hygiene concept in regards to COVID-19, we think that we have solved this matter very well. Just recently an older Swiss couple commented for example, that the measures here are better and higher than in Switzerland self or other destinations they have traveled to since "coronavirus", and to be honest we hear that quite often. Also I personally would underline this fact, especially after our round trip vacation at the beginning of September. Certainly, I cannot speak for other hotels - outside of the Soma Bay, you may find many places that surely could enhance their measures.

Edelweiss airline also has a small business class and was pleasantly comfortable, we felt very well taken care of. For the very early flights (about 6 o'clock) it is worth to book a room for example in the Radisson directly at the airport. We could check in our luggage the evening before, and in the morning could leave the hotel shortly after 5am for a 6:15am flight. Alternatively, there is also a Transit Hotel directly in the airport itself.



Kempinski Hotel
Soma Bay

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A certain risk will still remain and I can only assure you that we do everything in our power to give our guests the safest feeling possible; I think we are doing very well so far. Many guests, also locals who spent their summer vacation with us, were positively impressed by the hygiene measures on site as some of them were also very concerned. Take a look at the current online reviews that many of these guests write on TripAdvisor or Booking.com. All guests currently in house are happy to have come back and plan to return. Therefore, we believe that you could spend such a wonderful vacation here as well.

I do not have to tell you how much the tourism sector suffers particularly in Egypt. It is very sad to see as also this hotel only blossoms to life with its wonderful guests.

Karla and my wife Susan are back again since the beginning of July (unfortunately, we were separated from March to July because there were no flights). They are very happy to be back here - my wife was also insecure for a very long time and had concerns. Today she wishes to have been here for the whole months, because here, life can take place outside and you can avoid encounters with other people as far as possible. In this respect, it will certainly be interesting to see the development in Europe now, when everything will take place "indoor" again and autumn weather is coming up.

Unquestionably, all of us have to be further attentive and a necessary measure of personal responsibility is absolutely necessary during these times.

With this in mind, we hope and look forward to your visit, and are always available for further questions and information. Soma Bay is waiting for you!

All the best for you and stay healthy!

Your Lars Pursche and family