



# Welcome to Milan

Dear **Valued Guest,**

We would like to thank you for choosing Hilton Milan for your upcoming stay.

We are looking forward to welcoming you and we would like to share some important information.

All over the world information and government instructions are changing daily and we are adjusting our operations accordingly.

To make sure you will have a safe and enjoyable stay from check-in to check-out, Hilton has announced **Hilton CleanStay** - a new programme to deliver the highest standard of cleanliness and disinfection and to train at best all team members.

Hilton Milan has taken some initiatives listed below:

## Health & Safety

- Hand sanitizers are available in all public areas of the hotel. Surfaces and high-touch points such as door handles and elevator buttons are constantly disinfected
- We are practising social distancing and we kindly ask you to keep a 1 meter (3 ft) distance to other people
- Facemask must be wear at the reception, in the lobby area, inside elevators and all common areas
- Hotel staff will measure temperature at the hotel entrance
- For your comfort, we want your stay to be as safe as possible, so we will provide daily housekeeping only upon request

## Check in – Check out

In order to ensure a quick and safe check-in, as a member of the Hilton Honors programme, we suggest you to use the web check-in option on the Hilton Honors app and to use the express checkout service.

We kindly ask you to send your passport details in advance to avoid contact with our staff and to make sure your experience at Hilton Milan will start in the smoothest way possible

## Food and Beverage

Buffet **Breakfast** is between 7.00 am and 10.30 am in our Pacific Restaurant

**Lunch** is available à la carte from 11.00 am to 15.00 pm at our Concept45 restaurant

**Dinner** will be served à la carte in our Concept45 restaurant between 7.00 pm and 10.00 pm

**Lobby Bar** is open between 6.00 pm and 11.00 pm and aperitivo will be available between 6pm and 8pm at 15€ pp

Room service will be provided from 11.00 am to 3.00 pm and from 7.00 pm to 10.00 pm

## Public Areas, Executive Lounge & Terrace

These areas are temporary closed.

## Fitness center

It will be open 24/7. The equipment has been arranged to accommodate social distancing.

Please bring your room towels and kindly return these to the room after your workout.

Disinfection for all equipment and hand sanitizer are available at the Fitness Center.

## The City

Milano offers a great variety of cultural and artistic attractions easily reachable from Milano Central station and its excellent connections.

We appreciate your trust in us and we are at your disposal for any further information.

Warmest Regards,

## The Hilton Milan Team