

Radisson

BRAND STANDARDS MANUAL 2021 V1

INTRODUCTION

This manual contains the 2021 Brand Standards for Radisson hotels located in two theaters: Asia Pacific (APAC), Europe, Middle-East and Africa (EMEA). Some standards vary by area; the following acronyms apply: Asia Pacific (APAC), Europe (EU), Latin America (LATAM), Middle-East and Africa (MEA) and North America (NAMER). Standards referring to LATAM and NAMER are for reference only.

This manual is an element of the "Brand Standards and Operating Manuals" for the Radisson brand.

Serviced Apartments and Resort brand standards can be found in the annex. Property categories are defined by Radisson Hotel Group (RHG).

All references to water, water glasses, water carafes and water bottles must comply with the RHG water guidelines, which can be found for reference in the annex.

These brand standards enable Radisson to deliver on its value proposition, in line with the 5-year strategic plan for the RHG.

The brand standards are structured in a way that follows the guest journey. The images used in this manual are for illustrative purposes. References to where the items can be sourced or purchased (BAT, SHOP, etc.) have been removed due to differences in specifications per theater/area.

How should this Brand Standards manual be used?

- Hotels are expected to comply with all brand standards and should use this manual as a reference on which products and services must be offered to the guest to deliver the Radisson value proposition. General Managers are encouraged to share this document with their Heads of Departments, who should cascade down the information to members of their team.
- Regional teams should use this manual to ensure each hotel in their region complies with brand standards.



Note on COVID-19

One of Radisson Hotel Group's top priorities is the health, safety and security of our guests, employees and business partners worldwide. As we remain committed to serve guests with our Yes I Can! Spirit, we have also developed our Radisson Hotels Safety Protocol, which is made of a 20-step protocol, and 10-step Meetings & Events (M&E) protocol.

Throughout 2021, in conjunction with brand standards, properties must continue to follow the Radisson Hotels Safety Protocol.

In addition, please note:

- Hotels must always follow (local) government instructions, or the 20-step protocol guidelines, whichever is stricter.
- Whilst all properties can implement the steps of the 20-step protocol immediately, Radisson Hotels Safety Protocol branded collateral pieces can only be displayed after the property has completed its SGS PLEDGE desktop review with SGS.
- These instructions apply to the areas of the hotel that are open as per the Radisson Hotel Group De-escalation Levels.

CONTENTS

1. HOTEL EXTERIOR

1.1 Building exterior & grounds signage
1.2 Parking
1.3 Smoking area

2. FRONT OFFICE

2.1 Arrival Experience
2.2 Welcome corner
2.3 Front Desk set-up (per desk or pod)
2.4 Front Desk back office set-up
2.5 Telephone standards
2.6 Check-in
2.7 Guest relations services
2.8 Check-out
2.9 Optional programs — Rad Family welcome program

3. GUEST ROOM

3.1 Room
3.2 Bathroom
3.3 Cleanliness and condition

4. COMMON AREAS

4.1 Casual workspace
4.2 Fitness
4.3 Public restrooms

5. HOTEL SERVICES

5.1 Laundry services

6. F&B STANDARDS

6.1 Breakfast
6.2 Call & Collect
6.3 Room Service (APAC, EU, MEA)
6.4 Grab & Go - Kiosk

7. MEETINGS & EVENTS

7.1 Equipment standards
7.2 Meeting room equipment
7.3 Boardroom equipment
7.4 Meeting room set-up
7.5 Boardroom set-up
7.6 Credenza set-up
7.7 Optional program – Hybrid meetings: Hybrid Meeting Room set-up
7.8 Optional program – Hybrid Rooms

8. SERVICE STANDARDS

8.1 General requirements
8.2 Yes I Can! and service Golden Rules
8.3 Uniforms, name badges and pins

9. RESPONSIBLE BUSINESS

9.1 General rules
9.2 Radisson Hotels Safety Protocol and SGS

10. MARKETING GUIDELINES

10.1 Visual identity and imagery
10.2 Social media

ANNEX

Radisson+
Resort standards
Serviced Apartments standards
Water guidelines



1. HOTEL EXTERIOR

1.1 Building exterior & grounds signage
1.2 Parking
1.3 Smoking area



1.1 BUILDING EXTERIOR & GROUNDS SIGNAGE

CONTENT	SPECIFICATIONS
Branded hotel main entrance mat	Mandatory. Radisson entrance mats must be placed at the main guest entrance and at conference center entrances only.
Signage	The hotel must use the approved RHG vendor for signage and follow the Radisson Signage Guidelines

STANDARD REQUIREMENTS

Cleanliness standards: All areas of the Building Exterior and grounds must be clean, including the following areas:

- Building facade/windows/roof
- Walkways/garage/parking area/lighting/curbing/landscaped areas/fencing
- Signage/flags/exterior FF&E/hotel vehicle
- Entrance area — doors/floor/walls/ceilings/porte cochere area

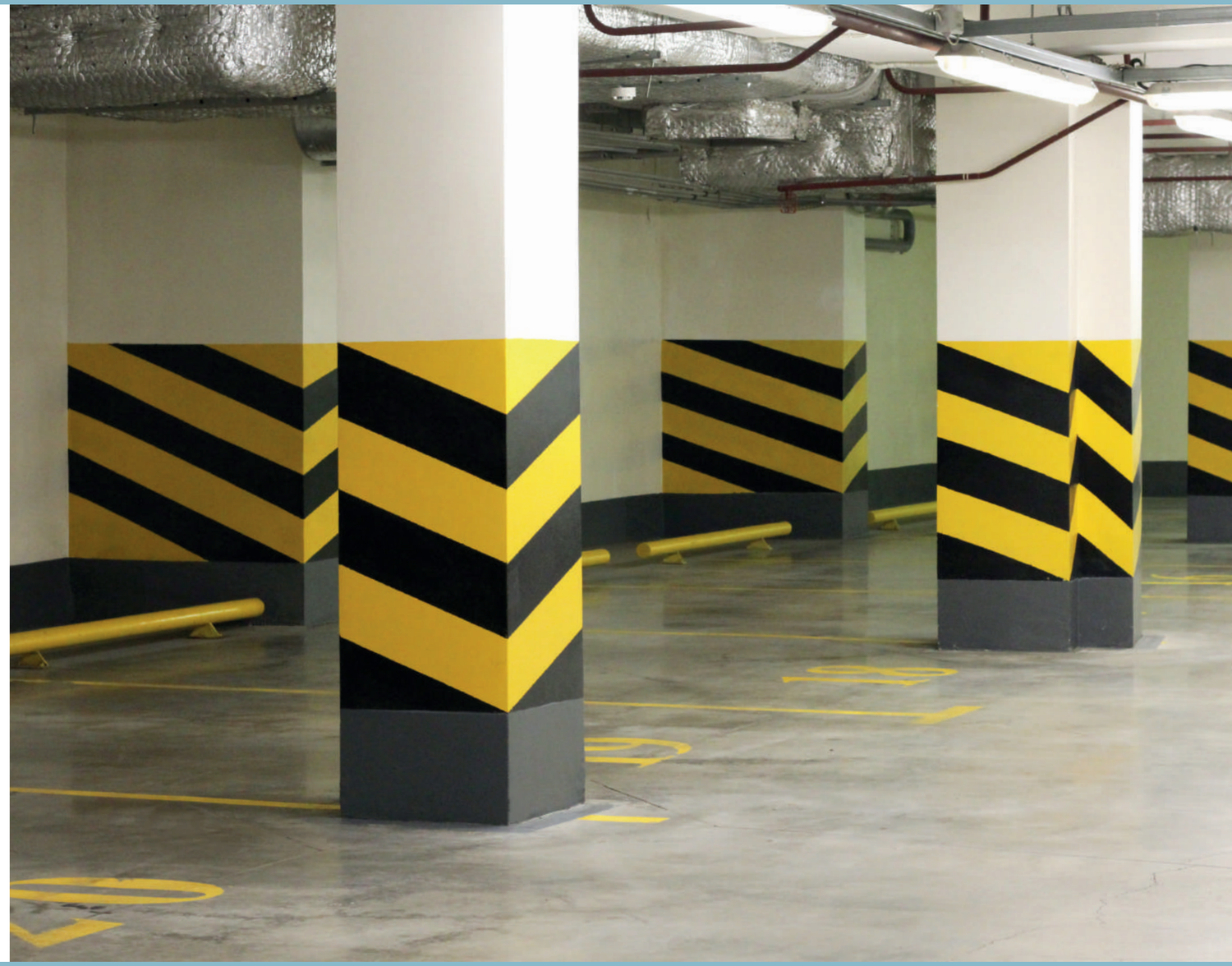
Condition standards: All areas of the Building Exterior and grounds must be in excellent condition, including the following areas:

- Building facade/windows/roof
- Walkways/garage/parking area/lighting/curbing/landscaped areas/fencing
- Signage/flags/exterior FF&E/hotel vehicle
- Entrance area — doors/floor/walls/ceilings/porte cochere area



1.2 PARKING

CONTENT	SPECIFICATIONS
In-house parking	APAC, EU, LATAM, MEA: Optional NAMER: Mandatory
Valet parking	Optional
Lighting	All parking areas are well lit
Parking fee	If the hotel charges for parking, the daily rate must be clearly indicated in the parking entrance
Electric charging points for electric cars	Optional



1.3 SMOKING AREA

CONTENT	SPECIFICATIONS
Designated smoking sign	If present, smoking area must be clearly indicated

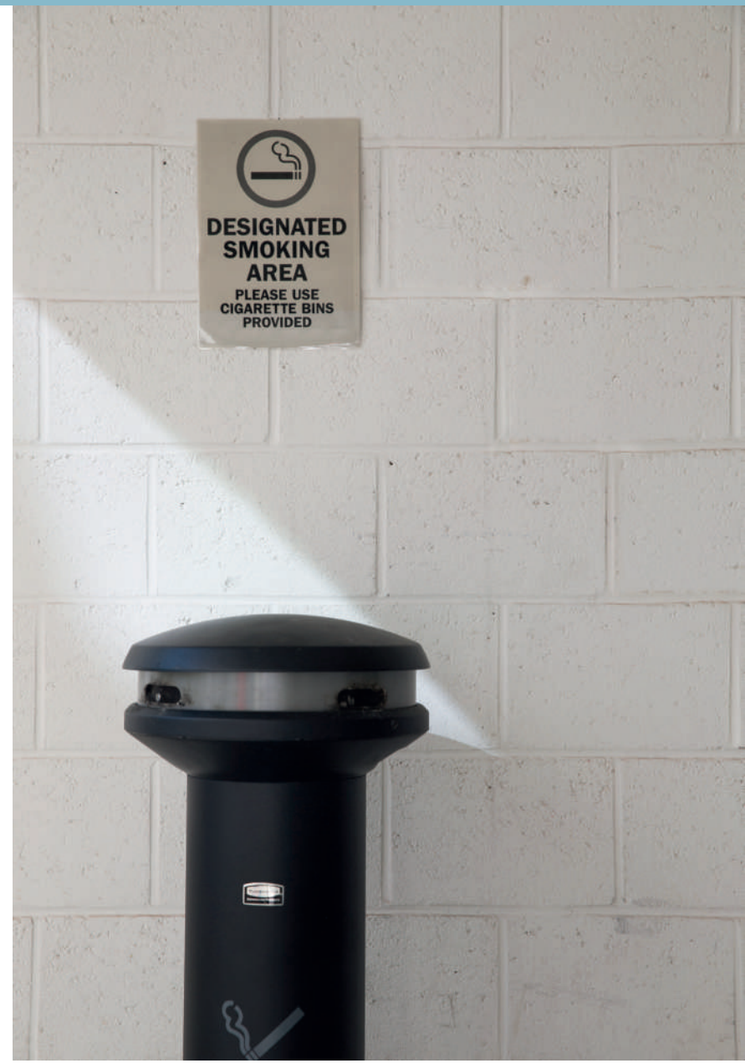
STANDARD REQUIREMENTS

- If allowed by local legislation, the hotel must provide a designated exterior guest smoking area with designated smoking sign
- If allowed by local legislation, the hotel may provide a designated exterior team member smoking area that is not visible to or co-mingled with guests

Cleanliness standard: Smoking area must be clean



GUEST SMOKING AREA



TEAM MEMBER SMOKING AREA

2. FRONT OFFICE



2.1 Arrival Experience
2.2 Welcome corner
2.3 Front Desk set-up (per desk or pod)
2.4 Front Desk back office set-up
2.5 Telephone standards
2.6 Check-in
2.7 Guest relations services
2.8 Check-out
2.9 Optional programs — Rad Family welcome program

2.1 ARRIVAL EXPERIENCE

CONTENT	SPECIFICATIONS
Door and luggage services	Mandatory
Dedicated door and luggage services team (porter or bell person)	Optional
Lobby scent	Mandatory. Radisson Hotels branded lobby scent program (number of machines dependent on lobby size), from approved supplier (product to be made available in Q3)

STANDARD REQUIREMENTS

Team member working in door and luggage services follows brand procedure

- Proactively open vehicle and hotel doors
- Proactively assist with luggage and offer directions
- Recognize and acknowledge guest from maximum 10 feet/3 meters away from a guest encounter. At 5 feet/1.5 meters, smile and greet guest
- Consistently smile and maintain eye contact while engaging in conversation with guests, using the guest name at least once, if known
- Provide clear directions or escort guests within the hotel when directions are requested
- Deliver the luggage to the guest's room within 10 minutes from check-in or guest will be notified of delay
- Offer to place luggage on stand or appropriate area
- Offer to explain property services/features



2.2 WELCOME CORNER

CONTENT	SPECIFICATIONS
Service hours	From 12:00 until 22:00
Location	Close to reception area; must be visible
Water	Still and sparkling water must be available and follow RHG water guidelines for Welcome Corner area (sparkling water is optional in APAC)
Water glasses	Minimum 6 (glassware preferred, paper cups allowed, no plastic) placed on Radisson branded coasters or on tray
Tray for used glasses	Mandatory
Signage for used glasses	Mandatory
Infused water	Minimum 1 glass carafe or dispenser
Fruits	Whole fruit not cut & not damaged — Minimum 6 pieces (only 1 type)
Branded Welcome Corner sign	1 Radisson Welcome Corner sign

STANDARD REQUIREMENTS

- Welcome Corner should be replenished regularly
- Cleanliness standards: all areas of the Welcome Corner must be clean
- Condition standards: all areas of the Welcome Corner must be in excellent condition
- COVID-19 considerations: properties may adapt the Welcome Corner in line with local guidance (ex: placing hand sanitizer with at least 70% alcohol dispensers on Welcome Corner, rather than bulk, hotels may display relevant items as single portions in mono-packaged sustainable packaging (i.e. no plastic), or create assortments and place them in re-usable glass jars with lids, etc.)



2.3 FRONT DESK SET-UP (PER DESK OR POD)

CONTENT	SPECIFICATIONS
Branded sweet bowl	1 Radisson sweet bowl per desk filled with sweets
Sweets	APAC: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	EU*: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
	LATAM: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	MEA, EERUT: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in ecofriendly branded wrappers) or individually wrapped sweets from locally relevant well-known sweet brand
	NAMER: Mandatory in owned and managed, Optional in franchised: Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
Branded flyer display	1 Radisson flyer display
Branded flyers	APAC, EU, LATAM, MEA. NAMER: 2 sets of flyers: • Radisson Rewards flyer • Radisson reception flyer
	China: 2 sets of flyers: • Jin Jiang Club flyer • Radisson reception flyer
Digital totem	APAC, EU, LATAM, MEA: Optional
	NAMER: Mandatory

*including (CESE, NOBA, WEUKI). Note that the production of branded sweets is currently on hold due to COVID-19.







STANDARD REQUIREMENTS

Cleanliness standards: All areas of the Front Office must be clean, including the following areas:
- Case Good FF&E/FF&E Furnishings/front desk/bell desk/carts
- Flooring
- Walls/doors/baseboards/window/window treatments/ceiling/lighting/vents

Condition standards: All areas of the Front Office must be in excellent condition, including the following areas:
- Case Good FF&E/ FF&E Furnishings/front desk/bell desk/carts
- Flooring
- Walls/doors/baseboards/window/window treatments/ceiling/lighting/vents

2.4 FRONT DESK BACK OFFICE SET-UP

CONTENT	SPECIFICATIONS
Automatic External Defibrillator (AED machine) with children pads	Must be available for front desk team members except where prohibited by local legislation
First aid kit	Must be available for front desk team members
Front desk service	24/7



AED



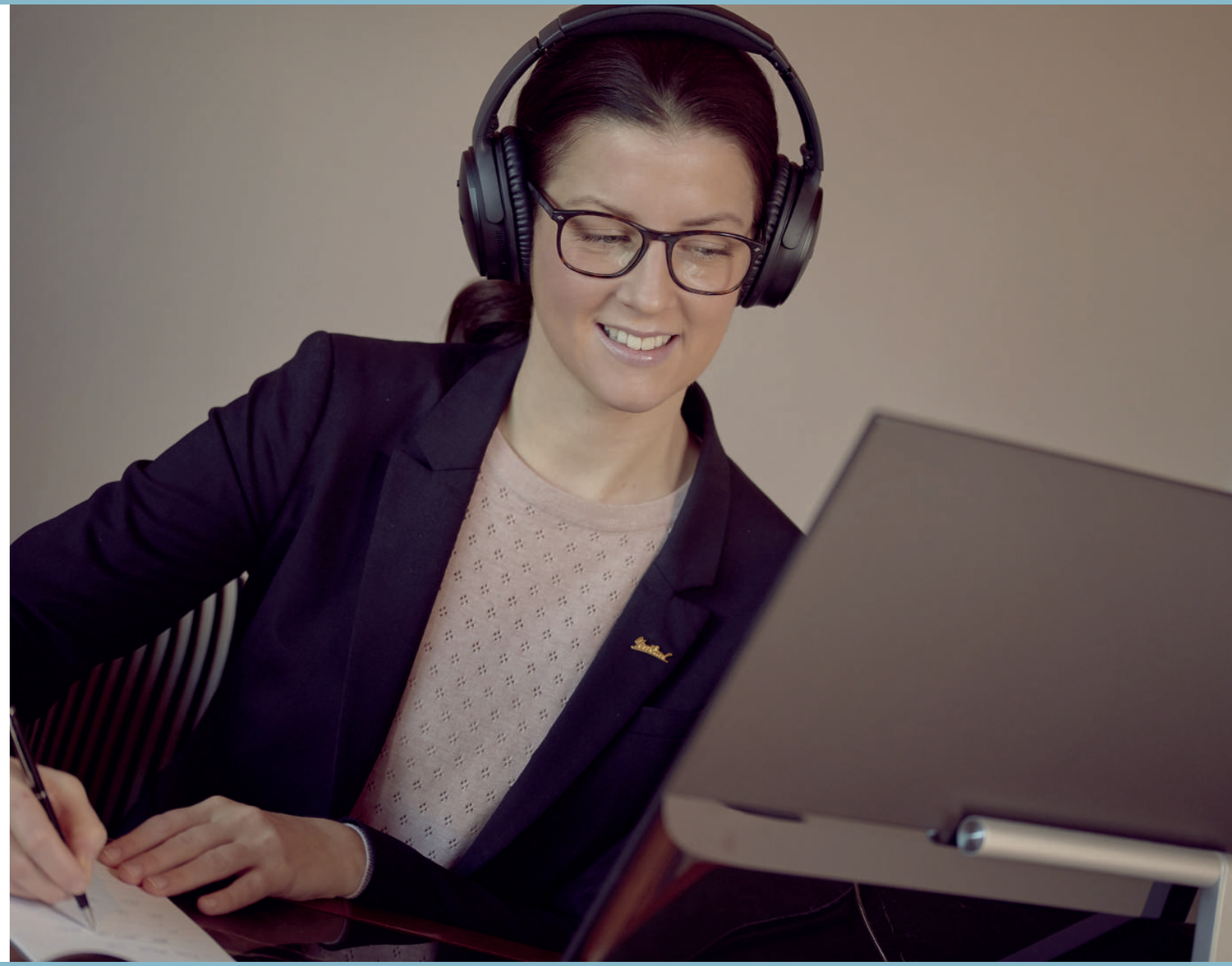
FIRST AID KIT

2.5 TELEPHONE STANDARDS

CONTENT	SPECIFICATIONS
Messaging services	Must be available in all guest rooms either via the TV or telephone
Emergency hotline extension	Mandatory. The hotline is answered in the shortest delay possible. The team members identify the extension and ask for the location of the caller
List of emergency numbers for fire, police, hospital, ambulance and doctors	Must be available at the front desk, printed or through Hotel PMS
Wake-up calls	Live or automated available 24/7

STANDARD REQUIREMENTS

- Internal guest calls and wake-up calls (if not automated) follow branded Call Answering Service Flows
- External calls are answered courteously using a greeting that includes team member's name and the name of the Radisson property



2.6 CHECK-IN

CONTENT	SPECIFICATIONS
Check-in time	Check-in time is published as no later than 15:00. Guests are accommodated earlier when possible.

STANDARD REQUIREMENTS

Check-in must follow branded Memorable Moments Scripts and Service Flow



2.7 GUEST RELATIONS SERVICES

CONTENT	SPECIFICATIONS
Location	The hotel is required to offer Guest Services at the front desk or at a separate satellite desk

STANDARD REQUIREMENTS

- Team members must be knowledgeable of:
  - Hotel services
  - Places of worship
  - Local attractions
  - Local restaurants

- The following elements must be available for guests, free of charge:
  - Luggage storage
  - Local road map
  - Running routes map (optional for APAC)
  - Radisson branded top 10 restaurants flyer
  - Radisson branded umbrellas
  - Ethernet cables
  - Complimentary care items: Radisson branded amenities (shampoo, conditioner, body wash (shower gel), body lotion, hand cream, soap bar, shaving kit, shower cap, sewing kit, vanity kit, comb, dental kit, shoe shine, shoe horn) and locally sourced, unbranded items (mouthwash,
    dental floss and female hygiene products)

- The following elements must be available for guests, against a deposit and available for sale:
  - Radisson branded chargers/adaptors



2.8 CHECK-OUT

CONTENT	SPECIFICATIONS
Check-out time	Check-out time is published as no earlier than 12:00.

STANDARD REQUIREMENTS

Check-out must follow branded Memorable Moments Scripts and Service Flow



2.10 OPTIONAL PROGRAMS – RAD FAMILY WELCOME PROGRAM

CONTENT	SPECIFICATIONS
Rad Family Welcome Program	The Rad Family Welcome Program follows the standard requirements procedure

STANDARD REQUIREMENTS

Procedure A - Kids staying for free sharing the existing beds

1. Upon check-in kids will always be greeted with:

Welcome Bag per kid assembled by the front office team including:
- Passport (each kid should receive a stamp upon arrival)
- Booklet
- Crayons
- Stickers
- Snap bracelet
- Drink voucher
- Loyalty card

Implementation Details for both procedures:
- Welcome Bag components: dual-language templates available in BAT for booklets, passports, loyalty cards, drink vouchers. The Bags will need to be assembled by the Front Office team
- Stamps: make sure to order 1 stamp per outlet. The Kids will be collecting them in their passports
- Bathroom Amenities Pouch: preassembled, amenities will be produced according to local legislation. The pouch should be placed in Room (on the Bed) before arrival by Housekeeping
- Plush Toy: must be placed in Room by housekeeping before arrival
- Optional elements: Bathrobes, Ponchos, Slippers, Flip Flops & Bibs

Procedure B – when Family Rooms or extra beds are booked

1. Upon check-in kids will always be greeted with:

Welcome bag per kid assembled by the front office team including:
- Passport (each kid should receive a stamp upon arrival)
- Booklet
- Crayons
- Stickers
- Snap bracelet
- Drink voucher
- Loyalty card

2. In-Room amenities:

• Bathroom Amenities' pouch including:
- Shampoo
- Body wash
- Body lotion
- Baby wipes
- Sponge
- Comb
- Optional In-room amenities:
- Plush Toy (Lumi mascot)

3. Optional goodbye gift upon check-out:

•Soft bouncing ball







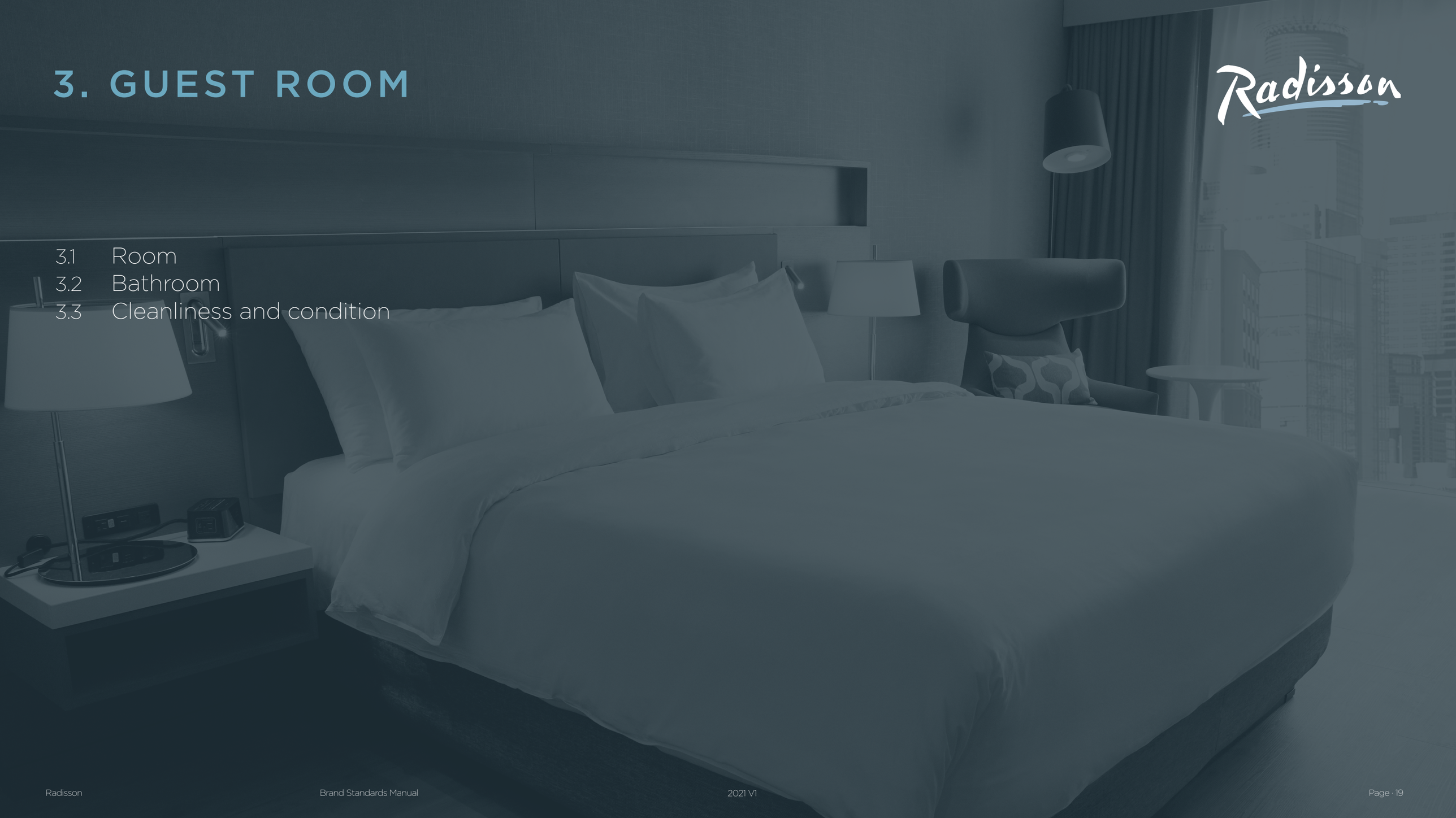








3. GUEST ROOM



3.1 Room
3.2 Bathroom
3.3 Cleanliness and condition

3. GUEST ROOM

3.1 Room

- King size bed
- Queen size bed
- Twin size bed
- Crib
- Bedding: what not to do
- Nightstand
- Desk
- TV
- Wardrobe
- Mini refrigerator or minibar
- Complimentary water for Radisson Rewards members
- Coffee and tea station
- Turndown service
- Other elements

3.1 KING SIZE BED

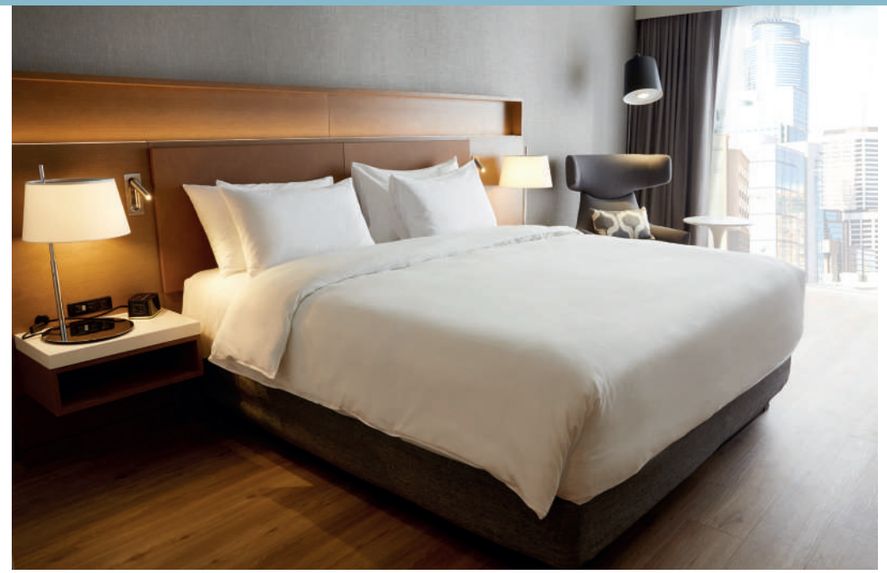
CONTENT	SPECIFICATIONS
Mattress	1 Brilliant Basics King size mattress
Bed base	1 Brilliant Basics King size bed base or 2 Brilliant Basics Twin size bed bases
Duvet	1 Brilliant Basics King size duvet, folded back 25 cm, tucked in at bottom of bed and sides left loose
1st pillow	2 Brilliant Basics firm pillows, presented upright
2nd pillow	2 Brilliant Basics medium-firm pillows, presented upright
Mattress protector	1 King size mattress protector
Pillow protector	1 per pillow
Top sheet or duvet cover	1 Brilliant Basics King size duvet cover
Bottom sheet	1 Brilliant Basics King size bottom sheet
Pillow case	1 Brilliant Basics cover per pillow
Linen change policy	After 3 nights or upon guest request and after each departure

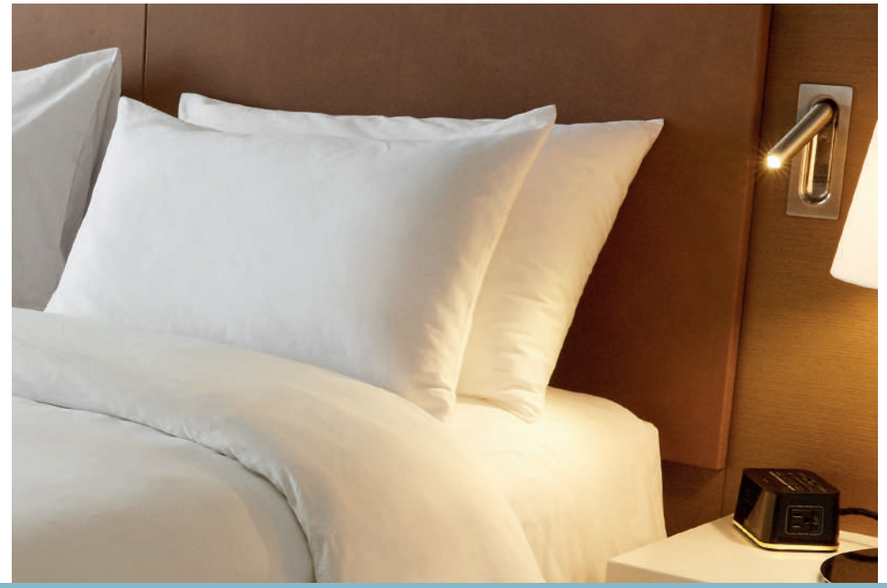




3.1 QUEEN SIZE BED

CONTENT	SPECIFICATIONS
Mattress	1 Brilliant Basics Queen size mattress
Bed base	1 Brilliant Basics Queen size bed base or 2 Brilliant Basics Twin size bed bases
Duvet	1 Brilliant Basics Queen size duvet, folded back 25 cm, tucked in at bottom of bed and sides left loose
1st pillow	2 Brilliant Basics firm pillows, presented upright
2nd pillow	2 Brilliant Basics medium-firm pillows, presented upright
Mattress protector	1 Queen size mattress protector
Pillow protector	1 per pillow
Top sheet or duvet cover	1 Brilliant Basics Queen size duvet cover
Bottom sheet	1 Brilliant Basics Queen size bottom sheet
Pillow case	1 Brilliant Basics cover per pillow
Linen change policy	After 3 nights or upon guest request and after each departure

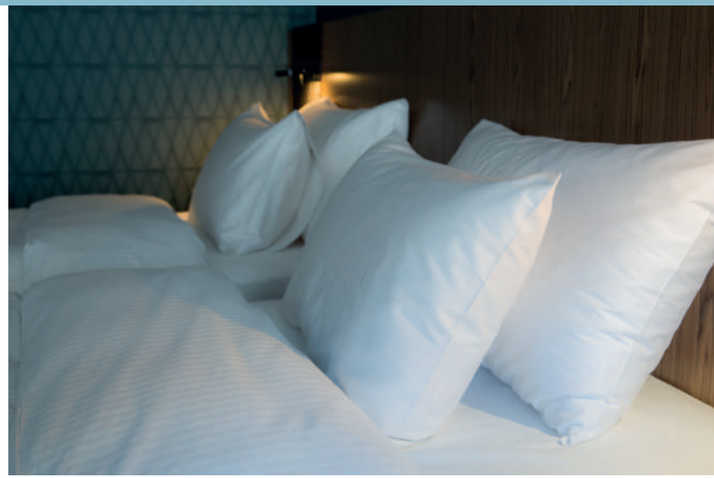




3.1 TWIN SIZE BED

CONTENT	SPECIFICATIONS
Mattress	1 Brilliant Basics Twin size mattress
Bed base	1 Brilliant Basics Twin size bed base
Duvet	1 Brilliant Basics Twin size duvet, folded back 25cm, tucked in at the bottom of the bed and left loose on the sides
1st pillow	1 Brilliant Basics firm, presented upright
2nd pillow	1 Brilliant Basics medium-firm, presented upright
Mattress protector	1 Twin size mattress protector
Pillow protector	1 per pillow
Top sheet or duvet cover	1 Brilliant Basics Twin size duvet cover
Bottom sheet	1 Brilliant Basics Twin size bottom sheet
Pillow case	1 Brilliant Basics cover per pillow
Linen change policy	After 3 nights or upon guest request and after each departure





3.1 CRIB

CONTENT	SPECIFICATIONS
Crib	APAC, EU, MEA: All baby cots in inventory must be from a reputable quality manufacturer and comply with EU standards EN 716-1 and EN 716-2 at minimum or its local equivalent. LATAM, NAMER: All cribs in inventory must be approved by the U.S. Consumer Product Safety Commission and comply with all state and applicable laws. If the hotel is located outside the United States: All cribs in inventory must comply with all applicable laws.
Mattress protector	1 manufactured specifically for crib use
Fitted bottom sheet	1 manufactured specifically for crib use
Blanket	Optional. 1 specifically manufactured for baby cot use and thin rather than heavy and bulky
Linen change policy	After three nights or upon guest request and after each departure

STANDARD REQUIREMENTS

- When making up the crib the blanket (if present) must be presented folded in the crib
- Pillows, bumper pads, quilts, comforters, or pillow-like stuffed toys should not be provided by the hotel staff
- When possible, crib should be placed next to the bed (in the same room if suite)





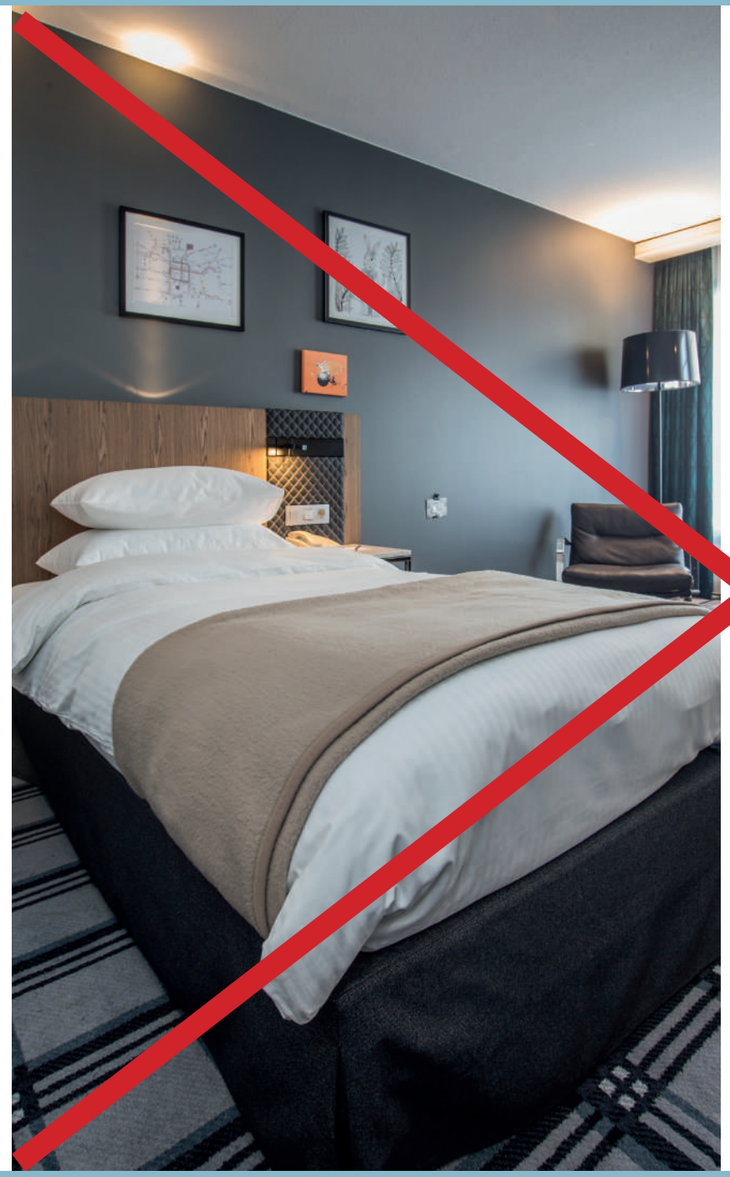


3.1 BEDDING: WHAT NOT TO DO

CONTENT	SPECIFICATIONS
Bed skirts	Not allowed
Bed throws	Not allowed
3rd pillow	Not allowed
Decorative cushions	Not allowed
Bathrobe	Should never be placed on bed

STANDARD REQUIREMENTS

- Duvet should never be tucked in on the side
- Pillows should not be stacked on top of each other or stacked sideways







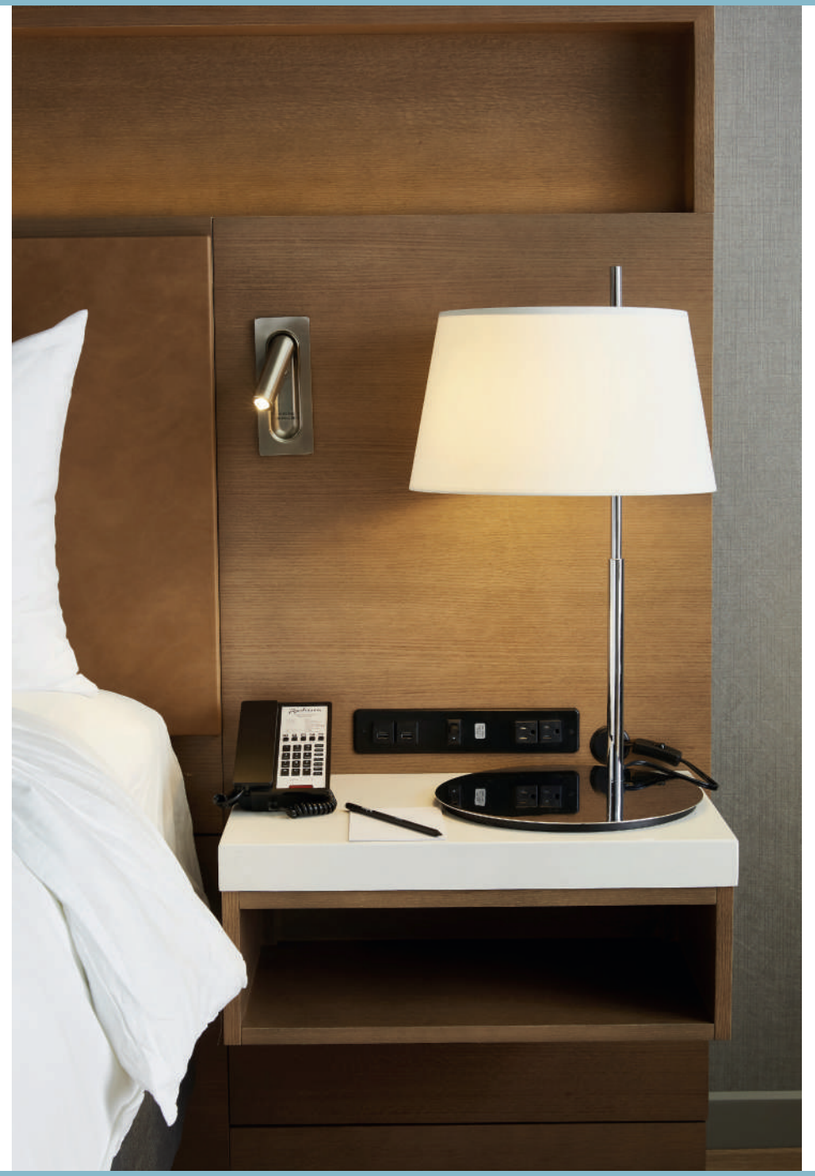
3.1 NIGHTSTAND

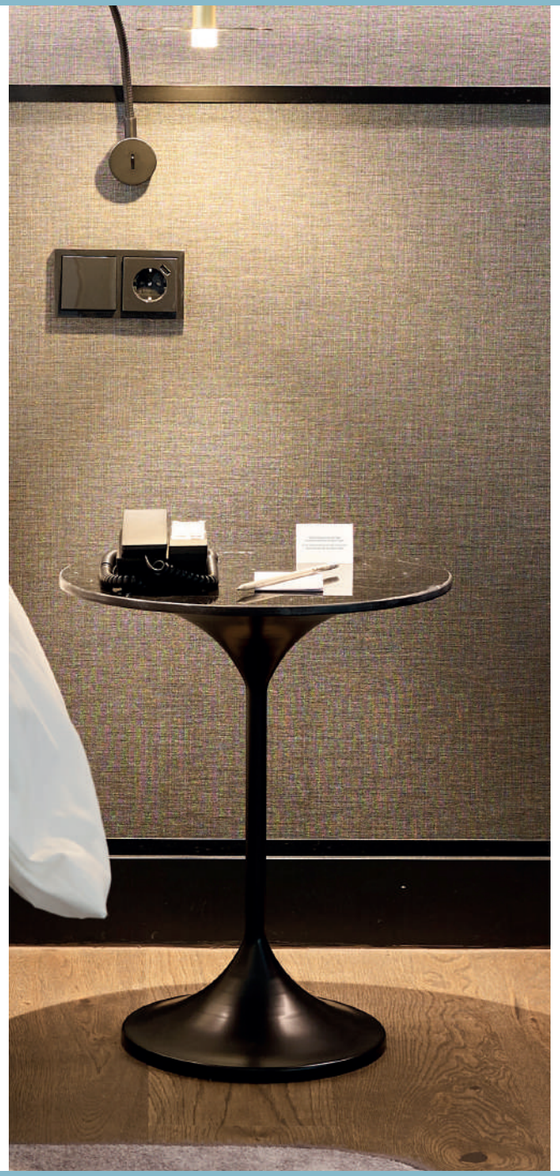
CONTENT	SPECIFICATIONS
Telephone*	1 corded or cordless telephone per room, placed on nightstand
Branded telephone dial/faceplate instructions	1 Radisson telephone faceplate
Branded notepad*	1 Radisson notepad
Branded pencil*	APAC, EU, MEA: 1 Radisson pencil
Branded pen	LATAM, NAMER: 1 Radisson pen
Branded dial tent card*	1 Radisson dial tent card, placed next to telephone
Lighting, sockets and USB ports	Minimum 1 reading light, socket and USB port per bedside
Alarm clock	APAC, LATAM, NAMER: Optional
	EU, MEA: Not allowed

STANDARD REQUIREMENTS

Guestroom telephones must provide hot keys for the following service:
- Emergency help

*If placing the phone on nightstand is not an option, the notepad, pencil/pen, dial tent card and telephone should move to the desk





3.1 DESK

CONTENT	SPECIFICATIONS
Branded guest services directory	1 Radisson guest services directory, available digitally or printed
Waste basket	1 placed within proximity of desk. Additional waste baskets may be placed for recycling purposes
Desk chair	1 placed under desk
Desk lamp	Placed on desk, hanging or free standing

STANDARD REQUIREMENTS

- The only elements that are allowed to be placed on the desk are guest services directory, call & collect / room service menu, breakfast door hanger, TV remote control, notepad, pencil/pen, dial tent card and telephone. No other displays or items can be placed on the desk.
- Elements that are placed on the desk must be positioned on one side of the desk (right or left), guest working space should be clean of elements
- Magazines, if present, should not be placed on the desk





3.1 TV

CONTENT	SPECIFICATIONS
LED/Flat screen TV	1 Brilliant Basics Hospitality TV
Remote control	1 remote control per TV placed on the nightstand, on the desk or the TV furniture extension
TV channel guide	Radisson TV channel guide, available on TV, on guest services directory or digitally (QR code)
Additional TV	APAC, EU, MEA, LATAM: extra Brilliant Basics TV per room is required for suites and above NAMER: For larger rooms, living rooms in suites, VIP suites, etc., 2 Brilliant Basics TVs are required
TV casting	Brilliant Basics TV casting solution
Adult content	Not allowed
Movies on demand	Not allowed
Minimum number of channels	APAC, EU, MEA: Minimum 40 channels* LATAM, NAMER: Minimum 40 channels Include the following in the TV channel line-up: news, sport, entertainment/movie, documentary, children and local
Required channels	Minimum 1 English-speaking news channel (ex: BBC or CNN) + Minimum 1 English-speaking Sports channel
International channels	Minimum 3 TV channels in foreign language based on guest nationality mix
Non-available channels	Must be blacked-out
Branded TV welcome screen	Radisson welcome screen. Brand videos can be shown on the Hotel Information welcome screen as an embedded YouTube link (N/A for China)

STANDARD REQUIREMENTS

*Once TV casting is implemented, only 20 channels are mandatory



FOR HOTELS WITH TV CASTING



FOR HOTELS WITHOUT TV CASTING

3.1 WARDROBE

CONTENT	SPECIFICATIONS
Hangers	10 high-quality, open-hook, wood-only hangers of the same style must be provided — 5 with trouser clips and 5 with bars. Anti-theft hangers are not allowed.
Branded laundry bag	1 Radisson laundry bag
Branded laundry form	1 Radisson laundry form
Branded shoe shine	1 Radisson shoe shine
Iron	Iron must be auto shut-off. Steam feature is optional
Ironing board	The ironing board must be full-size and hung in the closet on a closet organizer, or stored in dedicated wardrobe compartment
In-room safe	APAC: Must hold a portable 15 inches computer EU, LATAM, MEA, NAMER: Must hold a portable 17 inches computer
Liability limits	Liability limitations/coverage must be placed with a sticker or on the plaque on the outside of the safe door. (Mandatory liability text: This room safe is provided for our guests' convenience. The hotel has no responsibility for valuables left herein or elsewhere in the guest room.)

STANDARD REQUIREMENTS

- Bathrobes and flip-flops/slippers may also be placed inside wardrobe



3.1 MINI REFRIGERATOR OR MINIBAR

CONTENT	SPECIFICATIONS
Mini refrigerator or minibar	Minimum 40 liters
Mini refrigerator or minibar filling	APAC, LATAM, MEA, NAMER: Optional EU: Not allowed
Wine glasses	Optional. 2 wine glasses, placed facedown on tray with liner or Radisson coaster. Mandatory if wine is present in minibar
Water glasses	2 hi-ball or 2 rocks/old-fashioned glasses placed face-down on tray with liner, coaster or napkin. Glasses should always be provided even if minibar is not filled
Bottle opener	1 bottle opener, placed next to glasses. Bottle opener should always be provided even if minibar is not filled. Optional for APAC
Ice Bucket	APAC, EU, LATAM: Optional MEA, NAMER: Mandatory

STANDARD REQUIREMENTS

- If filled, minibar must be fully replenished daily
- Dry countries should not provide alcoholic beverages
- If hotel chooses to implement the minibar filling in a room where it is not mandatory, all minibar standards components must be fulfilled.





3.1 COMPLIMENTARY WATER FOR RADISSON REWARDS MEMBERS

CONTENT	SPECIFICATIONS
Complimentary water for Radisson Rewards members	Two water bottles of minimum 330 ml /1.1 Oz. Each must feature the Radisson Rewards complimentary water bottle tag. Offering two complimentary water bottles is mandatory only on the first night of the guest's entire stay. Water must follow the RHG in-room water guidelines

STANDARD REQUIREMENTS

Bottles with bottle tags may be placed either:
- Visible to guest, next to 2 glasses placed facedown with liner or coaster or upright
- Inside the minibar
- Handed to Radisson Rewards member in Radisson Rewards branded bag at check-in

- These bottles of water are complimentary for all pre-existing Club, Silver, Gold, Platinum members and for any guest enrollling in the program during their stay. Non-members or guests who do not enroll in the program during the stay may be charged for the water
- 1 bottle of still water and 1 bottle of sparkling water may be used in EMEA







3.1 COFFEE AND TEA STATION – STANDARD ROOMS

CONTENT	SPECIFICATIONS
Coffee and tea station tray or drawer	Mandatory
Kettle	1 kettle, free of limescale
Cups (mugs)	2 white, ceramic coffee cups
Saucers	Optional
Spoons	2 teaspoons or individually-wrapped 5.5" wood stir sticks
Takeaway cups	2 disposable branded or unbranded cups with sipper lids and sleeves. Optional in APAC and EMEA
Napkins	2 white or black, branded or unbranded, cocktail napkins
Sugar	4 sugar packs (2 white & 2 brown), 2 sugar substitutes
Instant coffee packs	4 individually packaged instant coffee packs (2 regular & 2 decaffeinated)
Teabags	4 types. Hotels to select from black tea/blends (English Breakfast is compulsory) and green Tea/oolong/flavored herbal infusion
Hot Chocolate	EU, LATAM, MEA, NAMER: Mandatory, 1 pack
	APAC: Optional, 1 pack
Milk	2 UHT milk portions liquid creamer tubs (powdered milk if UHT unavailable)

STANDARD REQUIREMENTS

- Kettle should be empty (no water) and cleaned daily
- Content of coffee station should be fully replenished daily
- Mugs, saucers (if applicable) and spoons should be cleaned daily with commercial-grade dishwasher and sanitizer. Plastic wrappers placed on cups, saucers and spoons are not permitted.







3.1 COFFEE AND TEA STATION – UPGRADED ROOMS

CONTENT	SPECIFICATIONS
Coffee and tea station tray or drawer	Mandatory
Coffee machine	1 espresso machine
Coffee machine instructions	Optional
Kettle	1 kettle, free of limescale
Cups (mugs)	2 white, ceramic coffee cups (mugs)
Spoons or stirs	2 teaspoons or individually-wrapped 5.5" wood stir sticks
Napkins	2 white or black, branded or unbranded cocktail napkins
Sugar	4 sugar packs (2 white & 2 brown) and 2 sugar substitutes
Coffee	Minimum 4 coffee pods in display box (2 espresso, 2 regular)
Tea bags	4 envelopes selected from black tea/blends (English Breakfast is compulsory) and green tea/ oolong/flavored herbal infusion
Milk	2 UHT milk portions liquid creamer tubs (powdered milk if UHT unavailable)



STANDARD REQUIREMENTS

- Kettle should be empty (no water) and cleaned daily
- Content of coffee station should be fully replenished daily
- Mugs, saucers (if applicable) and spoons should be replaced if used.
  Plastic wrappers placed on cups, saucers and spoons are not permitted
- EMEA: Upgraded coffee station is mandatory in Premium rooms and above. APAC: Upgraded coffee station is mandatory in Deluxe rooms and above
- Upgraded coffee station is mandatory in superior rooms and above if selected as experience differentiator as per room type architecture

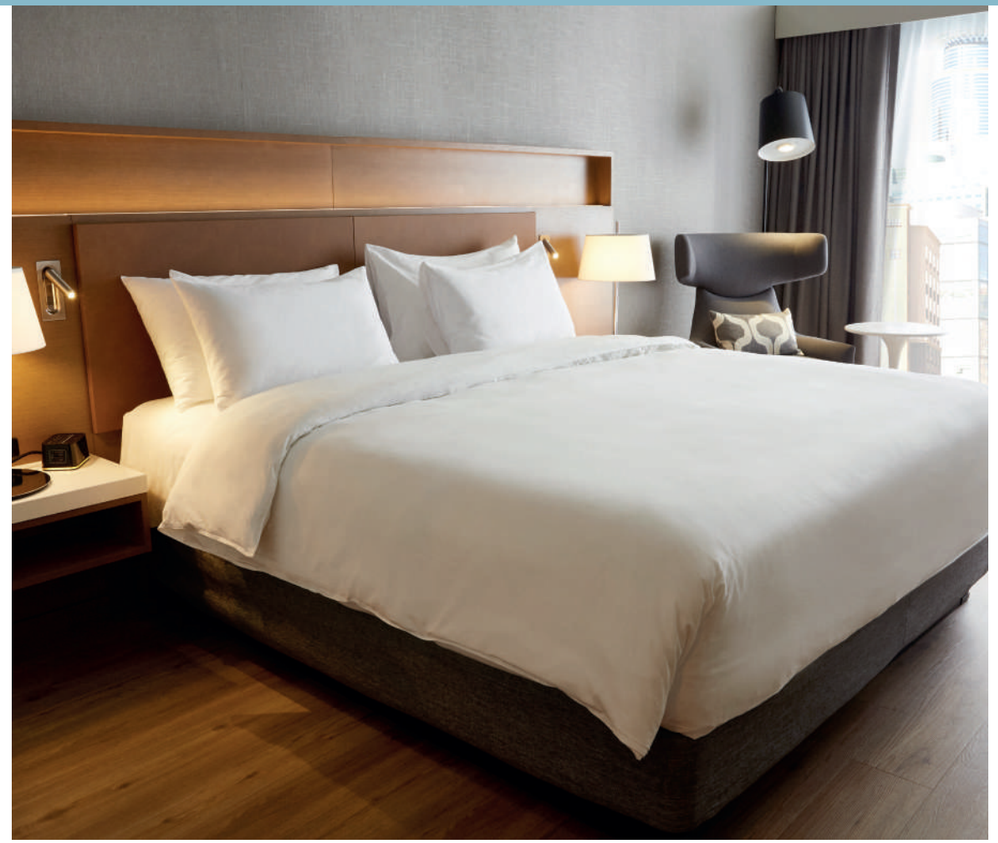
3.1 TURNDOWN SERVICE (APAC ONLY)

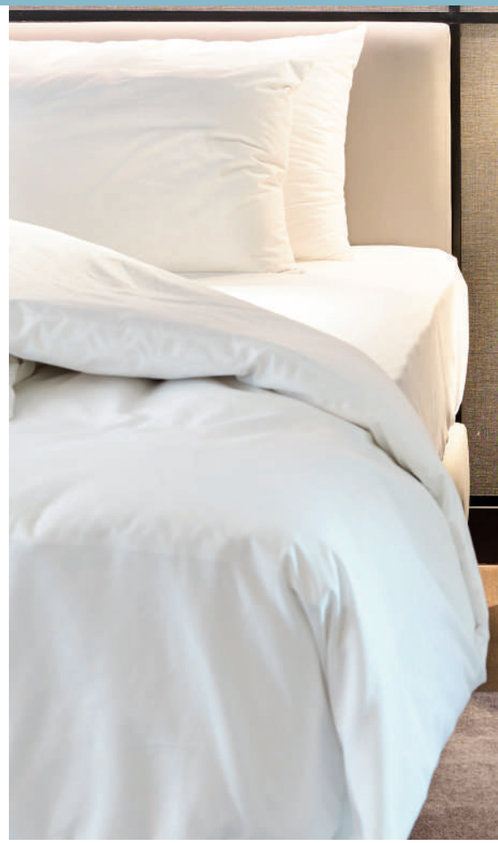
CONTENT	SPECIFICATIONS
Turndown service	Optional in Junior Suites and above
Branded breakfast menu door hanger	1 Radisson breakfast menu door hanger placed on the bed

STANDARD REQUIREMENTS

Turndown service includes:
- Folding down the bed
- Emptying waste basket
- Turning on bedside light
- Closing curtains
- Replacing bathroom terry
- Refreshing amenities
- Placing complimentary water on bedside table
- Tidying up room

Turndown:
- Must be honered for other guests requesting turndown service, unless Do Not Disturb is shown
- Must be completed by 21:00 or as determined to be appropriate timing based on local markets





3.1 OTHER ELEMENTS

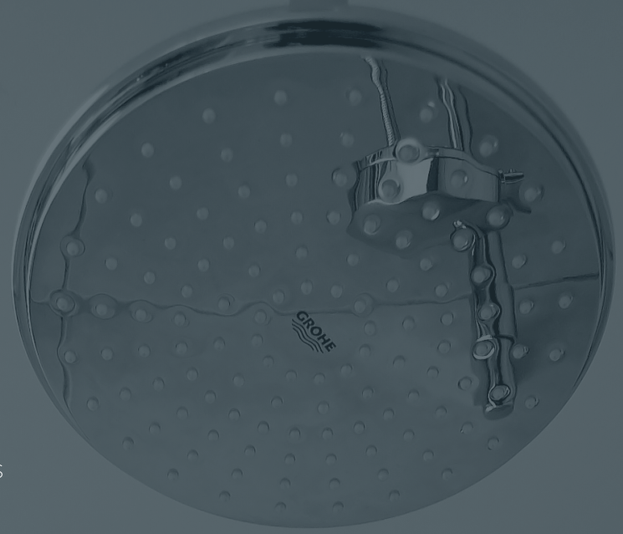
CONTENT	SPECIFICATIONS
Magazine/newspaper	Optional
Premium local book	Optional
Luggage bench	Optional
Luggage rack	If a fixed rack is not provided in the room, a foldable, chrome or wood luggage rack must be provided.
Branded Do Not Disturb sign/door hanger	Mandatory. Electronic Do Not Disturb sign or 1 Radisson Do Not Disturb door hanger placed on the inside door knob or on a hook near the inside door.



3. GUEST ROOM

3.2 Bathroom

- Bathroom set-up
- Amenities set-up for properties with dispensers - Rooms
- Amenities set-up for properties with dispensers - Suites (including Junior Suites)
- Amenities set-up for properties without dispensers - Rooms
- Amenities set-up for properties without dispensers - Suites (including Junior Suites)
- Terry
- Bathrobes and flip-flops/slippers



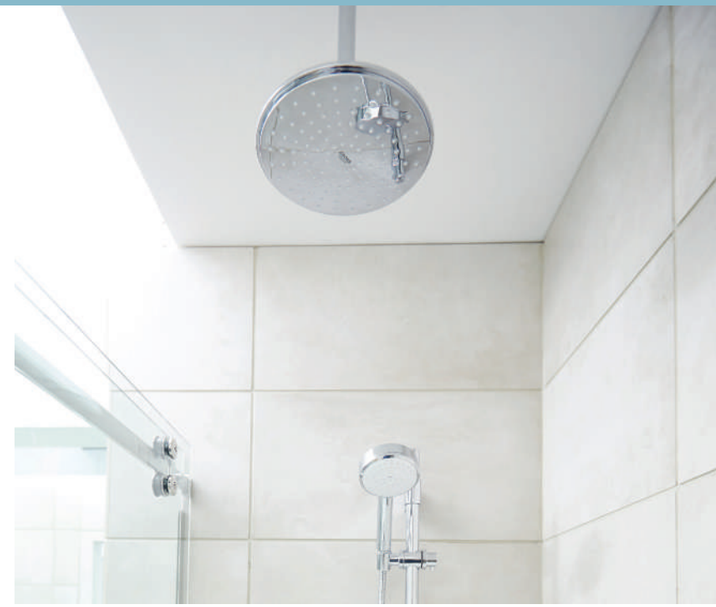
3.2 BATHROOM SET-UP

CONTENT	SPECIFICATIONS
Rain shower head	1 Brilliant Basics rain showerhead
Hand-held showerhead	1 separate Brilliant Basics hand-held showerhead
Bath or shower screen	Shower curtains are forbidden
Magnifying mirror	1 Brilliant Basics LED integrated wall-mounted mirror
Tissue dispenser	1 tissue dispenser per room
Waste basket	1 waste basket per bathroom
Two-ply toilet paper	Minimum 2 rolls
Weighing scale	Optional 1 per room, placed under sink.
Professional hairdryer	1 Brilliant Basics hairdryer per room, placed in hairdryer bag. Hairdryer should be placed in bathroom, on a shelf or hook

STANDARD REQUIREMENTS

- Flow rate should be 9l/m for APAC and EMEA and 9.5l/m (2.5gpm) for AMER, LATAM





3.2 AMENITIES SET-UP FOR PROPERTIES WITH DISPENSERS – ROOMS

CONTENT	SPECIFICATIONS
Branded shower amenities	1 Radisson triple dispensers bracket with shampoo, hair conditioner, body wash (shower gel)
Branded bathtub amenities	1 Radisson triple dispensers bracket with shampoo, hair conditioner, body wash (shower gel)
Branded sink amenities	1 Radisson single dispenser bracket with hand wash
Amenity tray	Optional
Branded body lotion	1 Radisson body lotion
Branded shower cap	1 Radisson shower cap
Face towel	2 Brilliant Basics face towels
Glass	1 shockproof glass per guest placed face down on Radisson branded coaster

STANDARD REQUIREMENTS

- Individual and dry amenities must be replenished daily
- Dispensers must be replenished as per SOP
- Local regulations may require the guest to request individual dry amenities
- LATAM, NAMER set-up indications have purposely been removed from the amenity pages







3.2 AMENITIES SET-UP FOR PROPERTIES WITH DISPENSERS – SUITES (INCLUDING JUNIOR SUITES)

CONTENT	SPECIFICATIONS
Branded shower amenities	1 Radisson triple dispensers bracket with shampoo, hair conditioner, body wash (shower
Branded bathtub amenities	1 Radisson triple dispensers bracket with shampoo, hair conditioner, body wash (shower
Branded sink amenities	1 Radisson single dispenser bracket with hand wash
Amenity tray	Mandatory
Branded shampoo	1 Radisson shampoo
Branded body wash (shower gel)	1 Radisson body wash (shower gel)
Branded hair conditioner	1 Radisson hair conditioner
Branded body lotion	1 Radisson body lotion
Branded vanity kit	1 Radisson vanity kit
Branded shower cap	1 Radisson shower cap
Soap dish	Mandatory
Branded soap bar	1 Radisson soap bar
Face towel	2 Brilliant Basics face towels
Glass	1 shockproof glass per guest placed facedown on coaster

STANDARD REQUIREMENTS

- Individual and dry amenities must be replenished daily
- Dispensers must be replenished as per SOP
- Local regulations may require the guest to request individual dry amenities
- LATAM, NAMER set-up indications have purposely been removed from the amenity pages







3.2 AMENITIES SET-UP FOR PROPERTIES WITHOUT DISPENSERS – ROOMS

CONTENT	SPECIFICATIONS
Amenity tray	Optional
Branded shampoo	1 Radisson shampoo
Branded body wash (shower gel)	1 Radisson body wash (shower gel)
Branded body lotion	1 Radisson body lotion
Branded hair conditioner	1 Radisson hair conditioner
Branded shower cap	1 Radisson shower cap
Soap dish	Optional
Branded soap bar	1 Radisson soap bar
Face towel	2 Brilliant Basics face towels
Glass	1 shockproof glass per guest placed facedown on coaster



STANDARD REQUIREMENTS

- Individual and dry amenities must be replenished daily
- Local regulations may require the guest to request individual dry amenities
- LATAM, NAMER set-up indications have purposely been removed from the amenity pages

3.2 AMENITIES SET-UP FOR PROPERTIES WITHOUT DISPENSERS – SUITES (INCLUDING JUNIOR SUITES)

CONTENT	SPECIFICATIONS
Amenity tray	Mandatory
Branded shampoo	1 Radisson shampoo
Branded body wash (shower gel)	1 Radisson body wash (shower gel)
Branded hair conditioner	1 Radisson hair conditioner
Branded body lotion	1 Radisson body lotion
Branded vanity kit	1 Radisson vanity kit
Branded shower cap	1 Radisson shower cap
Soap dish	Mandatory
Branded soap bar	1 Radisson soap bar
Face towel	2 Brilliant Basics face towels
Glass	1 shockproof glass per guest placed facedown on coaster



STANDARD REQUIREMENTS

- Individual and dry amenities must be replenished daily
- Local regulations may require the guest to request individual dry amenities
- LATAM, NAMER set-up indications have purposely been removed from the amenity pages

3.2 TERRY

CONTENT	SPECIFICATIONS
Bath towel	APAC, EU, MEA: 2 Brilliant Basics bath towels per room
	LATAM, NAMER: 3 Brilliant Basics bath towels for single bedded rooms and 4 Brilliant Basics bath towels for double bedded rooms and suites
Hand towel	APAC, EU, MEA: 2 Brilliant Basics hand towels per room
	LATAM, NAMER: 3 Brilliant Basics hand towels for single bedded rooms and 4 Brilliant Basics hand towels for double bedded rooms and suites
Bath mat	1 Brilliant Basics bath mat (two if bathtub + shower)
Towel replacement door hanger	Optional. 1 Radisson towel replacement door hanger, placed next to towel hook or hanger



STANDARD REQUIREMENTS

- Additional towels (1 per guest) should be provided for triple occupancy and family rooms
  - Face towel standards are included in the amenity set-up

3.2 BATHROBES AND FLIP-FLOPS/SLIPPERS

CONTENT	SPECIFICATIONS
Bathrobes	2 Brilliant Basics bathrobes in Junior Suites and above
Branded flip-flops/slippers	2 pairs of Radisson flip-flops/slippers in Junior Suites and above

STANDARD REQUIREMENTS

- Bathrobes and flip-flops/slippers can be placed folded or hanging in the wardrobe
- Bathrobes and flip-flops/slippers can never be placed on the bed
- Additional bathrobes and flip-flops/slippers (1 per guest) should be provided for triple occupancy and family rooms





3. GUEST ROOM

3.3 Cleanliness and condition



3.3 CLEANLINESS AND CONDITION

STANDARD REQUIREMENTS

Cleanliness standards: all areas of the guest room must be clean, including the following areas:

- Doors/walls/baseboards/ceilings/mirrors/artwork
- Flooring/carpet
- Closet area/ironing board/iron/safe
- Case goods - dresser/nightstands/end coffee tables/desk/desk chair
- Refrigerator or minibar/microwave/wet bar/coffee set-up/ice bucket/trays/accessories/ waste basket
- Telephone/clock radio/television(s)/remote control/lamps/lighting/collateral
- Upholstered furniture (chairs/ottoman/sofa)
- Windows/window treatments/hvac/ventilation
- Headboard/bed/frame/mattress/boxspring/bedding/linens/pillows

---

- All areas of the bathroom must be clean, including the following areas: floor/ceiling/vents/ exhaust fans
- All areas of the bathroom must be in excellent condition, including the following areas: floor/ceiling/vents/exhaust fans
- All areas of the bathroom must be clean, including the following areas: doors/walls/mirrors/ lighting/light fixtures
- All areas of the bathroom must be in excellent condition, including the following areas: doors/walls/mirrors/lighting/light fixtures
- All areas of the bathroom must be clean, including the following areas: sink/tap/counters/ shelves
- All areas of the bathroom must be in excellent condition, including the following areas: sink/tap/counters/shelves
- All areas of the bathroom must be clean, including the following areas: toilet/ towels / towel bars/hairdryer/amenity tray/waste paper basket/tissue holder
- All areas of the bathroom must be in excellent condition, including the following areas: toilet/ towels / towel bars/hairdryer/amenity tray/waste paper basket/tissue holder
- All areas of the bathroom must be clean, including the following areas: bathtub/shower enclosure/fixtures/door
- All areas of the bathroom must be in excellent condition, including the following areas: bathtub/shower enclosure/fixtures/door

---



4. COMMON AREAS



4.1 Casual workspace
4.2 Fitness
4.3 Public restrooms

4.1 CASUAL WORKSPACE

CONTENT	SPECIFICATIONS
Casual workspace device	Small form factor PC with screen, cabled mouse and keyboard
Communal table with electric sockets	Mandatory
Ethernet cable	Optional
Printer (cabled, Bluetooth or Wi-Fi)	The printer must enable guests to print documents from their own device and from the casual work space device
Newspapers	Optional



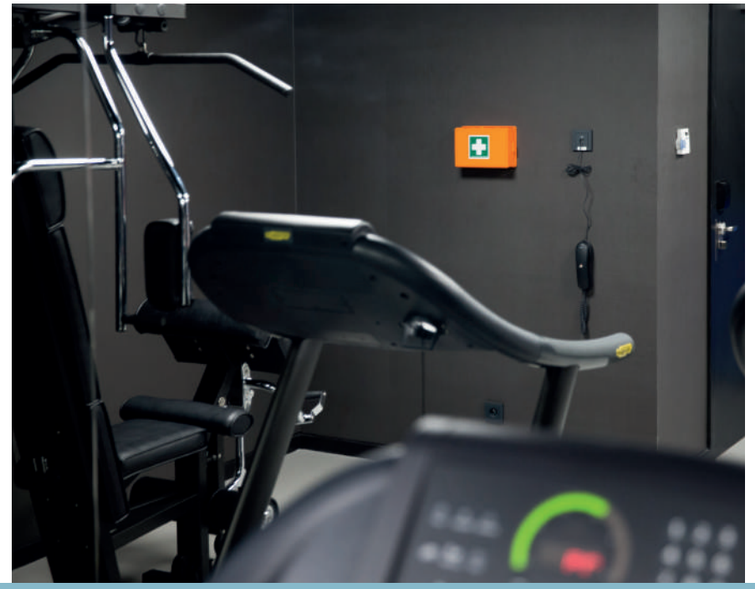




4.2 FITNESS 1/2

CONTENT	SPECIFICATIONS
Fitness space	Mandatory
Opening hours	Open 24/7. Opening hours must be clearly displayed at the entrance or in the fitness space
Operational procedures and instructions	1 for each piece of exercise equipment
Fitness space access	Key card access is mandatory (for unsupervised fitness spaces)
Disclaimers	2 disclaimers must be posted: • Disclaimer in the fitness area and swimming pools, stating that guests exercise and use the equipment at their own risk ("This facility is unmanned and all use is at the guest's personal risk. Children under the age of 16 are not allowed to use the premises without supervision by an adult person.") • Disclaimer in the locker room regarding guest valuables ("Do not leave valuables in the lockers. The Hotel assumes no responsibility for guest belongings.")
CCTV coverage 24/7 recording	Mandatory. Live image on spot-monitor at reception desk must be in place where possible
First aid kit	Minimum 1 first aid kit
Emergency telephone	1 telephone with hotel's emergency hotline number prominently posted or auto-call or panic alarm
Towel station	Clean hand towels must be available at the towel station
Dirty towel basket	1 towel basket, placed next to towel station
Water	Drinking water must be kept in or near the exercise room and follow water guidelines for fitness area
Disinfectant wipes or spray and disposable paper towels	Minimum 1 unit







4.2 FITNESS 2/2

CONTENT	SPECIFICATIONS
HD LCD TV	Minimum 1 TV with remote control must be provided. Audio needs to be turned off. If fitness equipment contains individual TVs, disposable headphones must be provided for guest use upon request
Wall clock	Optional
Weight scale	Optional

STANDARD REQUIREMENTS

- First aid kit must be provided as per local requirements
- Fitness equipment must be supplied from an approved supplier

Cleanliness and condition standards:
- All areas of the fitness facility must be clean, including the following areas: floors
- All areas of the fitness facility must be in excellent condition, including the following areas: floors
- All areas of the fitness facility must be clean, including the following areas: walls/doors/ceiling/windows/treatments
- All areas of the fitness facility must be in excellent condition, including the following areas: walls/doors/ceiling/windows/treatments
- All areas of the fitness facility must be clean, including the following areas: furniture/equipment/decor items
- All areas of the fitness facility must be in excellent condition, including the following areas: furniture/equipment/decor items







4.3 PUBLIC RESTROOMS

CONTENT	SPECIFICATIONS
Branded dispenser	1 Radisson double dispensers bracket (hand wash and hand lotion) or 1 Radisson single dispenser bracket (hand wash)
Towels, towel tray and disposal basket	Optional
Hand drying options	1 paper towel dispenser or electric hand dryer on the wall
Paper tissues	1 paper tissue dispenser per restroom
Waste basket	1 closed waste basket per restroom
Two-ply toilet paper	Minimum 2 rolls, with triangle fold
Sanitary disposable bin	1 per female toilet with a pedal and internal masking flaps. Regular waste baskets are not accepted.
Baby changing facilities	Mandatory, with set-up following local legislation

STANDARD REQUIREMENTS

- All areas of the public restrooms must be clean, including the following areas: ceiling/lighting/ light fixtures/heating/air conditioning/vents
- All areas of the public restrooms must be in excellent condition, including the following areas: ceiling/lighting/light fixtures/heating/air conditioning/vents
- All areas of the public restrooms must be clean, including the following areas: doors/walls/ mirrors
- All areas of the public restrooms must be in excellent condition, including the following areas: doors/walls/mirrors
- All areas of the public restrooms must be clean, including the following areas: floor
- All areas of the public restrooms must be in excellent condition, including the following areas: floor All areas of the public restrooms must be clean, including the following areas: toilets/ urinals/partitions
- All areas of the public restrooms must be in excellent condition, including the following areas: toilets/urinals/partitions
- All areas of the public restrooms must be clean, including the following areas: vanity top/wash basins/taps/fixtures
- All areas of the public restrooms must be in excellent condition, including the following areas: vanity top/wash basins/taps/fixtures
- All areas of the public restrooms must be clean, including the following areas: dispensers/waste baskets/equipment/miscellaneous
- All areas of the public restrooms must be in excellent condition, including the following areas: dispensers/waste baskets/equipment/miscellaneous









5. HOTEL SERVICES

5.1 Laundry services



5.1 LAUNDRY SERVICES

CONTENT	SPECIFICATIONS
Guest laundry service hours	Mandatory. Offered 7 days a week from 08:00 to 20:00.
Guest laundry pick-up	A hotel team member must pick-up laundry within 15 minutes of the guest's notification
Same-day service	Optional. Mandatory. For guests laundry, pressing and dry-cleaning must be available Monday through Friday and returned not later than 18:00
3 hours Express Laundry	APAC: Optional EU, MEA: Not allowed LATAM, NAMER: Mandatory

STANDARD REQUIREMENTS

- When called for laundry service, the team member confirms that the guest filled-in the laundry form and the convenient pick-up time.
- When a laundry service is requested, the guest will be asked how the clothes should be delivered, folded or hung.
- Upon picking up the items, the team member greets guest by name, ensures the form is completed, confirms the return time to the guest and offers additional help.
- Items are returned before the stated time, laundered/dry cleaned and pressed according to
- guest's instructions.
- Personal items left in pockets are returned in a sealed envelope.
- Upon delivery, if guest is not present, laundry on hangers is hung in the wardrobe and a sign is left in a visible place, indicating this to the guest.
- Upon delivery, the guest is notified of any existing damage or an irreparable stain.
- Upon delivery, if a 'do not disturb' sign or door hanger is present, team member leaves a branded Radisson do not disturb housekeeping card inviting the guest to call back for delivery.



6. F&B STANDARDS



6.1 Breakfast
6.2 Call & Collect
6.3 Room Service (APAC, EU, MEA)
6.4 Grab & Go - Kiosk

6. F&B STANDARDS

6.1 Breakfast

- Service
- COVID-19 Breakfast considerations
- Table set-up
- Buffet signage
- À la carte
- Dairy
- Cereals, seeds, nuts and dried fruits
- Fruits
- Cheese
- Cold cuts
- Pickles, vegetables and fish
- Bakery, jams and spreads
- Allergen alternatives
- Hot food and condiments
- Drinks
- Coffee and tea station

6.1 SERVICE

CONTENT	SPECIFICATIONS
Breakfast opening hours (weekdays)	Breakfast must be open for a minimum of 3 hours
Breakfast opening hours (weekends/public holidays)	Breakfast must be open for a minimum of 4 hours Breakfast must be open until at least 11:00
Guest welcome and seating	Team member welcomes the guest with a smile and good morning and asks for surname, not room number, to check rate details. Team member offers either free seating or shows guest to a table
Smoking	Breakfast is non-smoking. Outdoor seating may have allocated smoking area if local regulation allows.
Coffee service	Coffee should be served to the guest proactively. During peak hours, guest should be informed of the coffee machine (if available)
Tea service	Tea should be served to the guest proactively. During peak hours, guest should be informed of the tea station (if available)
À la carte	APAC: Optional EU, LATAM, MEA, NAMER: Mandatory

STANDARD REQUIREMENTS

- Breakfast should open at 06:30 latest in business hotels. Earlier opening hours are encouraged in airport hotels
- Guest list must not be visible to guests or left unattended where it could be seen by a guest
- Breakfast opening hours must be clearly indicated on guest services directory or at the breakfast entrance
- Breakfast service follows branded Breakfast Service Flow



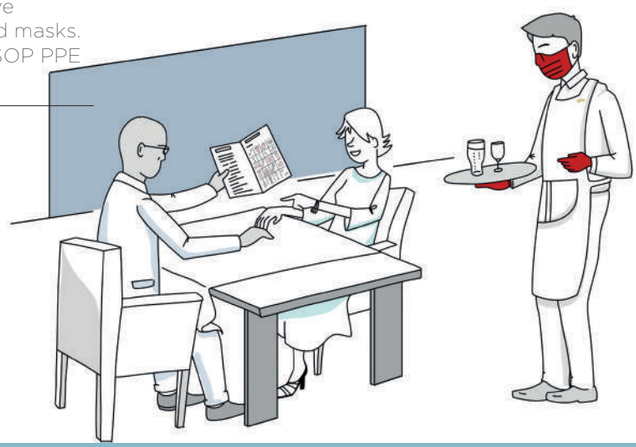
6.1 COVID-19 BREAKFAST CONSIDERATIONS

CONTENT	SPECIFICATIONS
Buffet set-up must follow COVID-19 breakfast guidelines	• Floor standing hand sanitizer dispensers at the front & end of the buffet line. • Ensure sanitizers at least 70% alcohol to adhere to local regulations. • Beverage equipment should be wiped down regularly and easy-care spouts allow for removal without removing entire base. • Display grab & go items within covered vessels, if possible. • Utilize sneeze guards and breath shields to protect open items. • Utilize frost tops or other countertop cooling to ensure cold items remain properly chilled. • Regulate cold items in portable covered, temperature-controlled vessels when frost top or built-in coolers are not available. • Offer individualized servings in single-serving vessels on warming trays to allow guests to touch only their specified portion. • Use covered servers that protect food items and regulate temperature of food - utilizing self closing or all-angle axles help keep covers closed between servings. • Ensure food items stay to temperature and out of the danger zone by using professional grade warming and cooking induction that consistently maintains temperature. • Use certified countertops are non-porous and are easy to maintain and clean

CONTENT	SPECIFICATIONS
Hotels must follow COVID-19 breakfast protocols	• Offer disposable gloves for each team member and train team on correct donning, doffing, usage. • Post signage ensuring guests that surfaces are regularly sanitized by team. • Utilize sneeze guards and breath shields to cover open items. • Use covered servers that protect food items and regulate temperature of food – utilizing self-closing or all-angle axles help keep covers closed between servings. • Ensure food items stay to temperature and out of the danger zone by using professional grade warming and cooking induction that consistently maintains temperature. • Establish proper warming for food items not covered in a vessel; top to bottom warming is recommended to ensure proper warming. • Offer attendant-served items with team properly protected with face masks and gloves. • Position a touchless (e.g. foot-open) trashcan with closable liner for guests/ clients to discard Personal Protective Equipment (PPE) such as gloves and masks. Ensure used PPE is handled as per SOP PPE waste handling.

STANDARD REQUIREMENTS

- Rather than bulk, hotels may display relevant items from the breakfast (ex: yogurt, juices) as single portions in mono-packaged sustainable packaging (i.e. no plastic), or create assortments (ex: fruits, nuts and seeds, assortment of cheese or cold cuts) and place them in re-usable glass jars with lids



6.1 TABLE SET-UP

CONTENT	SPECIFICATIONS
Cutlery	APAC: Knife, fork, spoon, chop sticks and napkin
	EU, LATAM, MEA, NAMER: Knife, fork, spoon, and napkin
Branded à la carte menu	1 Radisson breakfast à la carte menu placed on the table. Optional for APAC
Salt & pepper cruet set or sachets	1 per table
Sugar	1 brown sugar, 1 white sugar, 1 sweetener (sugar cubes or white/brown satchets) placed in a sugar bowl
Rad Family set-up (mandatory for hotels participating in the Rad Family welcome program)	The following Rad Family F&B elements must be offered: paper placemat, dinner plates, soup plates (bowls), glasses, cutlery, bowls. Rad Family bibs (optional)

STANDARD REQUIREMENTS

- Chilled milk must be placed on the buffet
- Tables should be completely set-up before guest is seated
- For more information on Rad Family Welcome Program and the Rad Family Breakfast Corner set-up, please refer to page 74 of the Rad Family Brand Guidelines
- High-chair for children must be available at the breakfast area proportioned to the guest mix
- À la carte menus should be clean and in good condition, and should not be ripped or faded
- A table place mat may be used only if the tables have minor noticeable damages and cannot be replaced instantly, or have glass surface
- Table cloths, table runners and damaged linen cannot be used
- À la carte service must be available even if live cooking station is present

6.1 BUFFET SIGNAGE

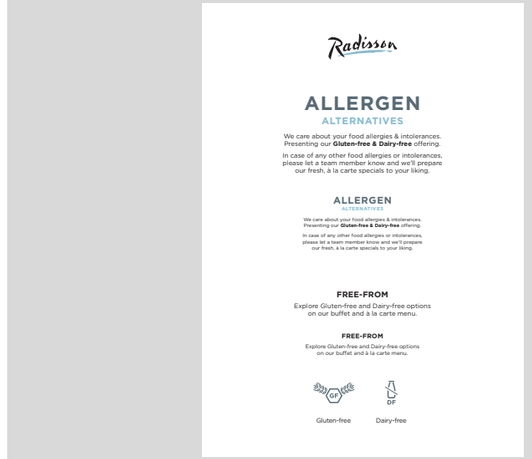
CONTENT	SPECIFICATIONS
Buffet labels	All non-recognisable and allergen related items on the buffet must be labelled
Branded allergen poster	1 Radisson allergen poster must be presented on the buffet
Branded allergen alternatives poster	1 Radisson branded allergen alternatives poster must be presented on the allergen alternatives section

STANDARD REQUIREMENTS

For buffet labels:

- Labels can be printed in dual language
- White cards and black text
- Primary font; Brand font mentioned in Radisson brand guidelines (Arial may be used if brand font is not available)
- No brand/hotel/outlet logos
- No background graphics
- Allergens must be presented using official allergen icons









6.1 À LA CARTE BREAKFAST

CONTENT	SPECIFICATIONS
À la carte service	Optional for APAC
À la carte menu	• Mandatory. 1 Radisson breakfast à la carte menu, printed or digital (via QR code) • Optional. 1 Radisson local specialty editable menu , printed or digital (via QR code)

STANDARD REQUIREMENTS

- À la carte menus should be on the table prior to the guests sitting down
- Orders should be taken at the table, then processed through POS delivering a ticket to the kitchen. Kitchen should not be overloaded with orders (eg. space orders by at least 1 minute)
- Guests can order anything from the à la carte menu. (eg. Granola, pressed apple juice, eggs benny)
- Food should aim to be delivered to the guest within 8 minutes of the order being taken
- Team members should check back on the table within 2 minutes of the food going down, to ensure they are happy with everything and nothing is forgotten
- Team members should ensure plates are cleared from the table prior to guests leaving
- There should be a coffee station set up as per buffet guidelines



Radisson

À LA CARTE

Good morning! Select one or more of our delicious à la carte dishes and place your order with one of our team members.

FRUITS, GRAINS & YOGHURT

SEASONAL FRESH FRUITS *(pb)*
GRANOLA greek yogurt, orange, berries, wildflower honey *(v) nuts, gluten, dairy*
CEREAL SELECTION Special K, Sugar-free Muesli, Bran Flakes and Coco Pops Served with your choice of milk *(v) gluten, dairy*
FRESH FRUIT JUICES orange, grapefruit, apple, green cleanser *(pb)*

EGGS

EGGS ANY STYLE sourdough *(v) eggs, gluten*
OMELETTE cheese, ham or spinach *eggs, gluten*
SMOKED SALMON scrambled eggs, sourdough *eggs, gluten, fish*
AVOCADO TOAST poached eggs, sourdough, sunflower seeds, chili flakes *(v) eggs, gluten*
EGGS BENNY poached eggs, sourdough, brown butter hollandaise *eggs, gluten, dairy*
Add Spinach/Ham

HOT

VEGAN PANCAKES berries, coconut caramel *(pb) gluten*
Add Bacon
ORGANIC PORRIDGE banana, almond milk, berries, toasted almonds, maple *(pb) gluten, nuts*
FRENCH TOAST brioche, Nutella, mascarpone, maple *(v) gluten, dairy, nuts*

BAKERY

FRESHLY BAKED PASTRIES seasonal jams & preserves *(v) gluten, dairy, nuts*

Please ask a team member for more information on menu item ingredients or any food allergies and intolerances you might have. Vegetarian dishes are marked with a (v) and plantbased dishes with a (pb).

SIMPLY **DELIGHTFUL**



Radisson

LOCAL SPECIALITIES

Good morning! In addition to our à la carte menu, we are pleased to offer you a selection of local specialities. Please place your order with one of our team members.

SHAKSHOUKA with chili and red peppers (v) eggs
TURKISH CHEESE PLATTER halloumi, soft goat cheese and honey (v) gluten, dairy

Please ask a team member for more information on menu item ingredients or any food allergies and intolerances you might have. Vegetarian dishes are marked with a (v) and plantbased dishes with a (pb).

SIMPLY **DELIGHTFUL**

6.1 À LA CARTE (OPTIONAL FOR APAC)

CONTENT	SPECIFICATIONS
Menu items	Must contain the following dishes FRUITS, GRAINS & Yogurt • SEASONAL FRESH FRUITS • GRANOLA greek yogurt, orange, berries, wildflower honey • CEREAL SELECTION Special K, Sugar-free Muesli, Bran Flakes and Coco Pops • Served with your choice of milk • FRESH FRUIT JUICES orange, grapefruit, apple, green cleanser EGGS • EGGS ANY STYLE sourdough • OMELETTE cheese, ham or spinach • SMOKED SALMON scrambled eggs, sourdough • AVOCADO TOAST poached eggs, sourdough, sunflower seeds, chili flakes • EGGS BENNY poached eggs, sourdough, brown butter hollandaise HOT • VEGAN PANCAKES berries, coconut caramel • ORGANIC PORRIDGE banana, almond milk, berries, toasted almonds, maple syrup • FRENCH TOAST brioche, Nutella, mascarpone, maple syrup BAKERY • FRESHLY BAKED PASTRIES seasonal jams & preserves Optional: • 2 local specialties

STANDARD REQUIREMENTS

- Presented warm & with a tasteful presentation
- Dishes must be served at the table to the guest
- Specific ingredients for à la carte dishes can be replaced as per market availability
- In APAC, properties can take the above content as guidance and adapt the à la carte menu items to their market requirements. Properties must feature at least one dish from each category (i.e. 1 Fruit dish, 1 egg dish, 1 hot dish and 1 bakery dish) and may replace the others with local specialties.
















6.1 DAIRY

CONTENT	SPECIFICATIONS
Yogurt (e.g.: natural, Greek)	Minimum 1 type
Buttermilk	1 type. Optional in APAC
Milk full fat	1 type
Milk semi-skimmed	1 type
Milk dairy-free (e.g.: rice, almond, oat, soy milk)	1 type

STANDARD REQUIREMENTS

- Yogurts must not be pre-flavored. (In APAC, pre-flavored individually packed yogurts are allowed)



6.1 CEREALS, SEEDS, NUTS AND DRIED FRUITS

CONTENT	SPECIFICATIONS
Sugar-free muesli	Minimum 1 type
Bran cereal (any variety)	Minimum 1 type
Other cereal (any variety)	Minimum 1 type
Nuts and/or seeds	Minimum 3 types
Dried fruits	Minimum 2 types

STANDARD REQUIREMENTS

- Service cutlery to be used as per shape and size of the nuts and dried fruits





6.1 FRUITS

CONTENT	SPECIFICATIONS
Seasonal freshly cut fruits	Minimum 3 types
Whole fruit	Minimum 2 types
Fruit compote	1 type

STANDARD REQUIREMENTS

- Whole fruit must include banana
- Whole fruit types must not be mixed
- Fruits selection must consider seasonality, local produce and color contrast
- Cut fruits must be sliced keeping service functionality in mind i.e. they should be easy to pick up with tongs or a spoon and presented neatly.
- Fruits with high water content must not be presented on a flat platter and should be presented in a platter with raised edges or similar
- Fruits must be presented next to each other



6.1 CHEESE

CONTENT	SPECIFICATIONS
Whole cheese	1 type
Sliced cheese	Minimum 1 type
Soft or cream cheese (e.g.: cottage cheese)	1 type

STANDARD REQUIREMENTS

- Choose locally produced cheese (where applicable) to showcase your area/regions specialty & produce
- Consider placing more cheese types on the buffet based on market demand/ expectations. (e.g., Turkey and Germany)
- Food-safe brown paper may be placed under the cheese for operational ease and quick replenishment
- Sliced cheese must be presented folded where possible



6.1 COLD CUTS

CONTENT	SPECIFICATIONS
Cured sliced meats	Minimum 2 types

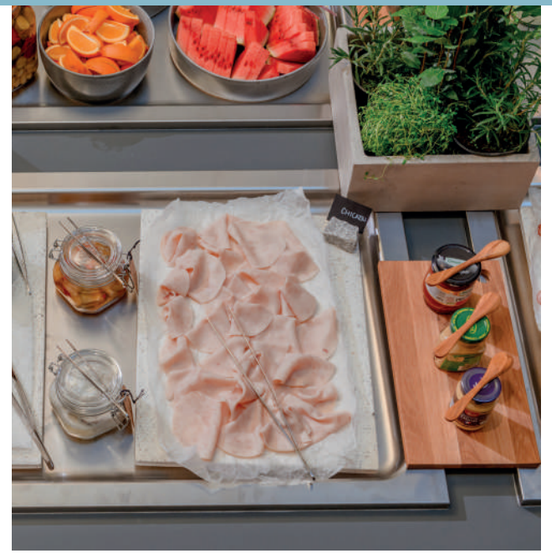
STANDARD REQUIREMENTS

- Sliced meats must be presented folded where possible
- Choose locally produced cold cuts (where applicable) to showcase your area/regions specialty & produce
- Pork-based cold cuts may be replaced with pork replacement cold cuts in relevant countries



6.1 PICKLES, VEGETABLES AND FISH

CONTENT	SPECIFICATIONS
Fresh cut vegetables	Minimum 2 types (must include tomato and cucumber)
Cured or pickled vegetables	Minimum 1 type
Extra virgin olive oil	1 bottle (in original packaging)
'Healthy' oil (e.g.: pumpkin seed oil, walnut oil, almond oil)	1 bottle (in original packaging)
Home-grown cress or micro-sprouts	1 type
Cold smoked salmon	1 type. Optional in APAC







6.1 BAKERY, JAMS AND SPREADS

CONTENT	SPECIFICATIONS
Viennoiserie (e.g.: croissants, pain aux raisins, muffins)	APAC: Minimum 3 types EU, LATAM, MEA, NAMER: Minimum 4 types
Local bread	1 type
Sourdough loaf or local equivalent	Minimum 1 type
Brown cereal loaf or local equivalent	Minimum 1 type
Sliced square bread	2 types
Vegan loaf (ex: vegan banana loaf)	1 type. Optional for APAC
Sweet cake (ex: coffee cake)	1 type. Optional for APAC

STANDARD REQUIREMENTS

- Food-safe brown baking paper/high quality kitchen towel can be placed under the croissants and viennoiserie to avoid crumbing on the buffet
- Bread toaster is to be placed in close vicinity to the sliced bread
- Bakery section should be representative of the location (where applicable) showcasing local pastries, breads and Viennoiserie and/or local produce, and should be procured locally

CONTENT	SPECIFICATIONS
High quality jam and/or marmalade	4 types, in original packaging
Soft honey	1 type, in original packaging





6.1 ALLERGEN ALTERNATIVES

CONTENT	SPECIFICATIONS
Gluten-free bread	APAC: Optional EU, LATAM, MEA, NAMER: Minimum 1 type
Gluten-free crackers	APAC: Optional EU, LATAM, MEA, NAMER: Minimum 1 type
Lactose-free or plant-based yogurt	1 type
Lactose-free milk (not pictured)	Optional
Gluten-free cake	1 type

STANDARD REQUIREMENTS

- Based on market demand, allergen alternatives may be kept on buffet or made available on guest request
- Allergen alternatives must be kept on a separate section on the buffet or individually packaged to avoid cross-contamination
- A dedicated bread toaster must be placed next to the allergen alternatives when on the buffet
- Allergen alternatives to be made available on request in APAC
- Allergen alternative section must be clearly indicated with 1 Radisson allergen alternatives poster







6.1 HOT FOOD AND CONDIMENTS

CONTENT	SPECIFICATIONS
Hot items	Minimum 4 types, with: • 1 bacon • 1 boiled egg • 1 potatoes • 1 scrambled egg
Porridge pots	1 type (in original packaging)

STANDARD REQUIREMENTS

- Soft scrambled eggs must be presented well, not congealed or dry
- Bacon can be pork, beef or turkey
- Potatoes can reflect a local recipe to showcase region/country specialty

CONTENT	SPECIFICATIONS
Flaked salt	1 type
Ground black pepper	1 type
Market-relevant sauces or dressings (e.g.: ketchup, tabasco, maple syrup, mustard)	Minimum 2 types
Butter	1 type, single portion or bulk
Margarine	1 type, single portion or bulk. Optional in APAC

STANDARD REQUIREMENTS

- In addition to the Hot items selection, the full range of à la carte options must also be available for the guest.





6.1 DRINKS

CONTENT	SPECIFICATIONS
Fresh squeezed orange juice	1 type
Vegetable juice	1 type
Other juices	2 types
Infused water	1 type
Sparkling water	APAC: Optional EU, LATAM, MEA, NAMER: Mandatory Must follow RHG water guidelines for serviced areas
Still water	Mandatory. Must follow RHG water guidelines for serviced areas







STANDARD REQUIREMENTS

- Orange juice must not be pasteurized, heat treated or from concentrate
- A juicer may be placed on buffet as replacement to vegetable juice

6.1 COFFEE AND TEA STATION

CONTENT	SPECIFICATIONS
Coffee	4 types available on the same machine (espresso, espresso-based drink, decaf, Americano). Regular coffee can be served from coffee thermos.
Teabags (e.g.: green, Breakfast, infusion)	3 types
Semi-skimmed milk	1 type
Lemon slices (2mm-3mm)	1 type
Cookies/biscuits	1 type
Condiment holder	Minimum 3 types (white sugar, brown sugar and sugar substitute)

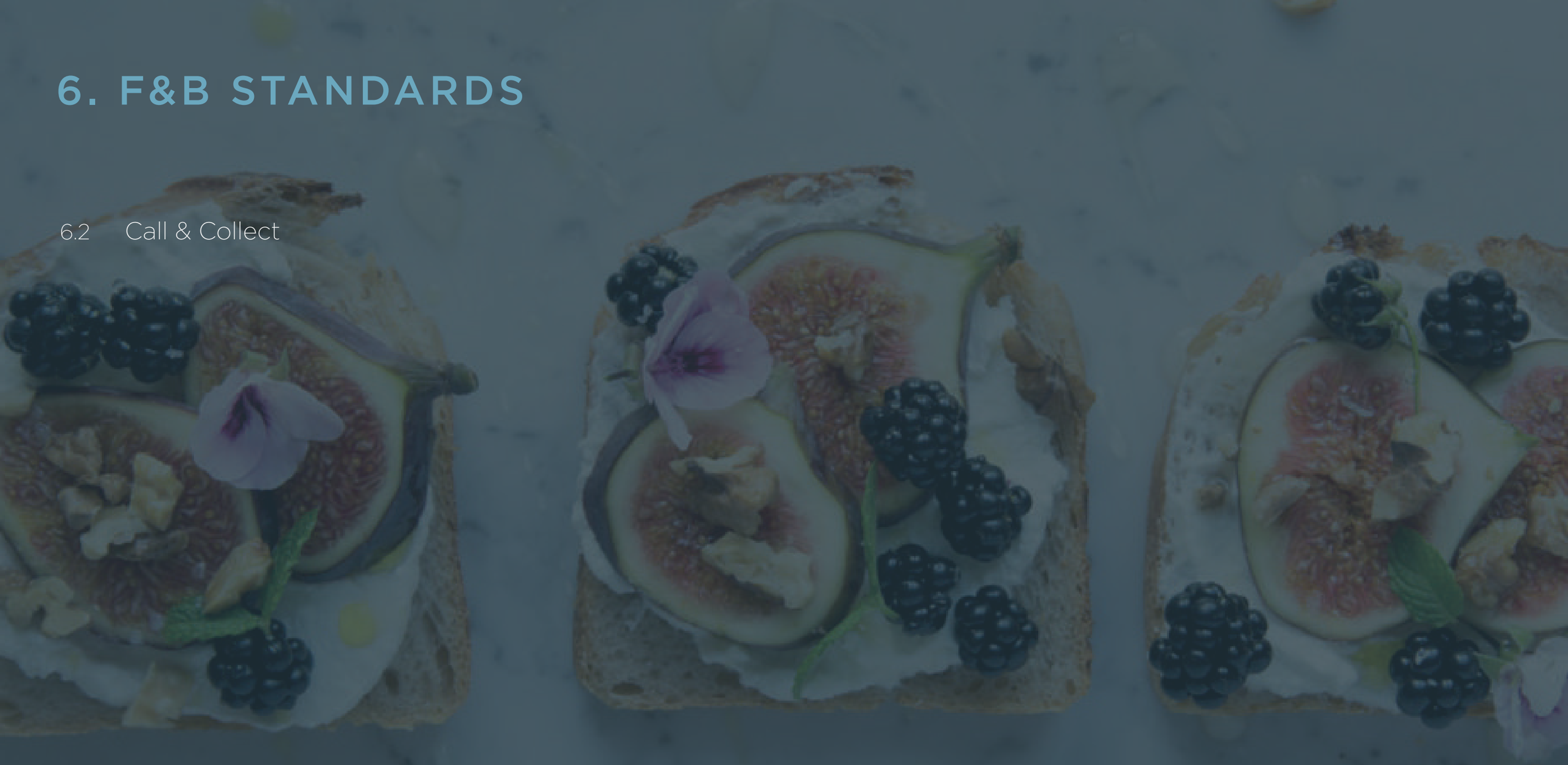


STANDARD REQUIREMENTS

- Client-facing automatic, fast-serve bean-to-cup coffee machines with hot water provision for tea to be placed on buffet
- Coffee machine is placed next or close to the tea station
- Freshly brewed coffee may also be available through coffee thermos
- Recyclable take-away cups may be added to the coffee station as per operational demand

6. F&B STANDARDS

6.2 Call & Collect



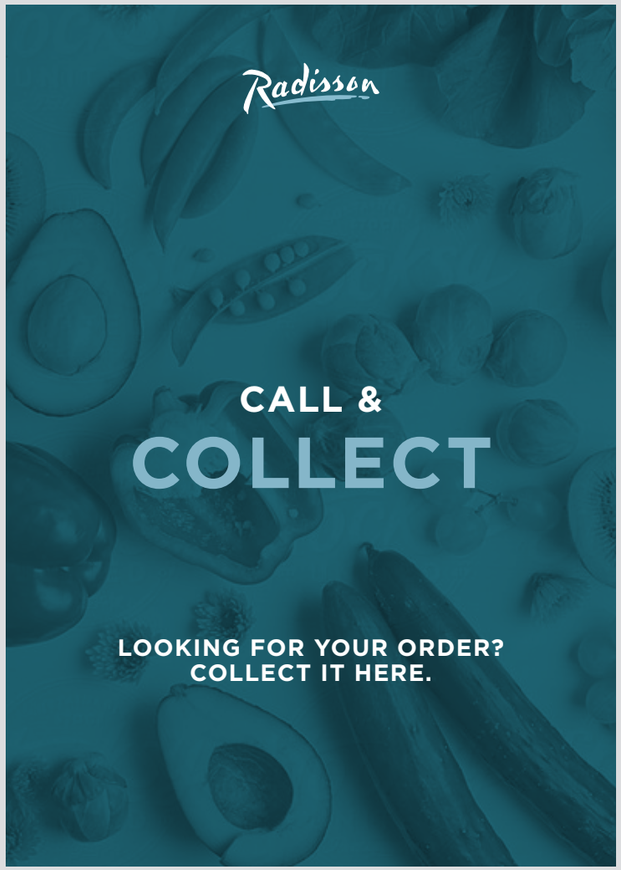
6.2 CALL & COLLECT*

CONTENT	SPECIFICATIONS
Ordering method	Guest orders over the phone and collects from a defined pick-up point
Call & Collect availability	Selected service hours
Branded Call & Collect menu	1 Radisson Call & Collect menu available available on TV or digitally (QR code) or printed
Food collection point	Dedicated collection point (e.g.: bar counter)
Branded pick-up point sign	1 Radisson pick-up point sign

STANDARD REQUIREMENTS

- Call & Collect follows branded Call Answering Service Flows
- Menus should be clean and in good condition, and should not be ripped or faded

* In APAC, EU and MEA, Call & Collect can be replaced with Room Service



6. F&B STANDARDS

6.3 Room service (APAC, EU, MEA)



6.3 ROOM SERVICE* (APAC, EU, MEA)

CONTENT	SPECIFICATIONS
Room service availability	24/7 with limited night menu options. Availability must be indicated on room service menu.
Branded breakfast menu door hanger	Optional. 1 Radisson breakfast menu door hanger. It must meet all standard requirements if property decides to implement.
Breakfast room service	Room service breakfast can be ordered through the room service menu or breakfast menu door hanger (if applicable). The hanger is collected only after 02:00
Branded room service menu	1 Radisson room service menu available on TV or digitally (QR code) or printed
Maximum delivery time	Orders must be delivered to the room within 30 minutes of guest placing order
Delivery method	All orders must be delivered on a tray or trolley

STANDARD REQUIREMENTS

- Room service follows branded Call Answering Service Flows
- Menus should be clean and in good condition, and should not be ripped or faded.

*In APAC, EU, MEA, room service can replace Call & Collect





6. F&B STANDARDS

6.4 Grab & Go - Kiosk



6.4 GRAB & GO - KIOSK

CONTENT	SPECIFICATIONS
Kiosk	APAC: Mandatory if 24/7 room service is not offered EU, LATAM, MEA, NAMER: Mandatory
Organic chocolate bars	2 types
Protein bars	1 type
Organic plant based breakfast bars	2 types
Plant based chia seed / Granola pot	Minimum 1 type
Protein porridge pot	Minimum 1 type
Plant based pre-packaged dry snacks	3 types
Vegetarian or plant based salad bowl	Minimum 1 type
Poultry or seafood based salad bowl	Minimum 1 type
Vegetarian or plant based sandwich	Minimum 1 type
Poultry or seafood based sandwich	Minimum 1 type
Vegetarian or plant based wrap	Minimum 1 type
Poultry or seafood based wrap	Minimum 1 type
Fermented bottled drinks (e.g., kombucha)	1 type
Healthy Smoothie bottles	1 type
Cold pressed juices	2 types
Healthy protein shakes	2 types
Water	2 types (1 still & 1 sparkling)
Natural energy drinks (e.g., Nocco)	2 types
Beer	Optional, 2 types. As per hotel license and proximity to bar
Wine	Optional, 3 types (1 red, 1 white & 1 sparkling rose/rose). As per hotel license and proximity to bar
Soft Drinks	Minimum 1 type

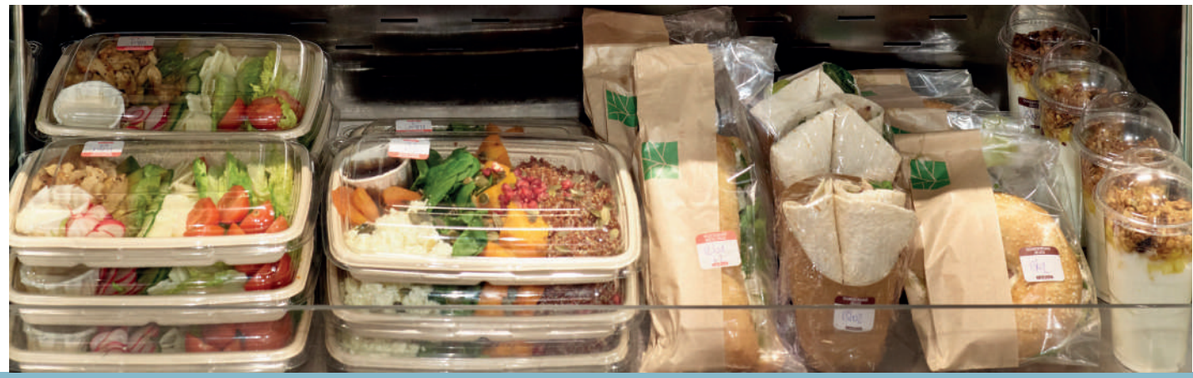
STANDARD REQUIREMENTS

- In APAC, hotels may be able offer items based in their local offerings and content must be approved by the regional operations and brand teams

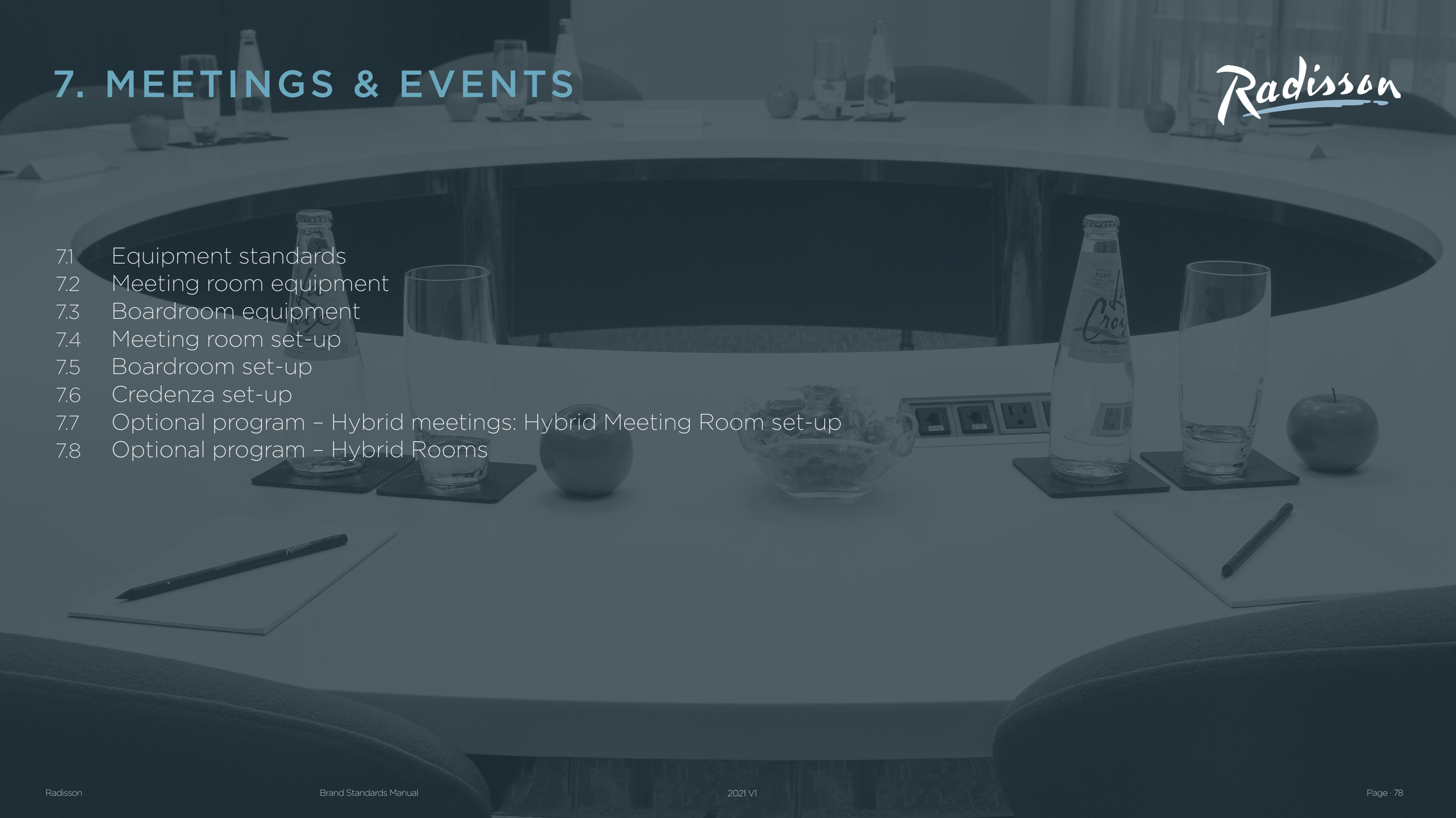








7. MEETINGS & EVENTS



7.1 Equipment standards
7.2 Meeting room equipment
7.3 Boardroom equipment
7.4 Meeting room set-up
7.5 Boardroom set-up
7.6 Credenza set-up
7.7 Optional program – Hybrid meetings: Hybrid Meeting Room set-up
7.8 Optional program – Hybrid Rooms

7.1 EQUIPMENT STANDARDS

CONTENT	SPECIFICATIONS
Digital meeting room signage	Optional
Digital wayfinding (displays or totems)	Mandatory for large M&E hotels
Power solution	Integrated into table or portable per seat. If portable, it must be hidden
High quality display	Minimum 55" TV screen according to Brilliant Basics specifications. One in every meeting room. Optional to use projectors for large meeting rooms
Wired screen connectivity	One per meeting room. In line with Brilliant Basics, must include: HDMI cable, DisplayPort (M) to HDMI (F) adapter, Mini DisplayPort (M) to HDMI (F) adapter, and USB type-C (M) to HDMI (F) adapter cable
Wireless screen connectivity	One Brilliant Basics wireless screen connectivity in every fixed boardroom. Optional in meeting rooms
Wireless presentation Clicker	One Brilliant Basics wireless presentation clicker in every meeting room. Placed in the toolbox
Telephone	To dial internal and external
Portable Video collaboration device	1 Brilliant Basics video collaboration device in every fixed boardroom. Plus minimum 1 Brilliant Basics portable video collaboration device per property. Available on request
Conference speaker phone	1 Brilliant Basics conference speaker phone. Minimum one per property. Available on request
Portable loudspeakers and mic	1 Brilliant Basics portable loudspeaker and mic per meeting room, except for large meeting rooms with an integrated sound system. Placed in the toolbox

CONTENT	SPECIFICATIONS
Free Wi-Fi with easy 'Click to connect' connection	Mandatory, where available in the territory
Conference management system	Large M&E hotels only. Dedicated bandwidth and custom SSID
Spare laptop	Minimum one spare laptop per property, available at all times, set-up in Kiosk mode
USB hubs/adapters	1 Brilliant Basics USB hub with 4 ports and 1 Brilliant Basics USB to USB-C adapter in every meeting room. Placed in the toolbox
Portable universal charger	Optional
Toolbox	Mandatory to place one toolbox per meeting room or boardroom containing: notebooks, pencils, stapler, staples, staple remover, hole puncher, post-it note pad (minimum 3 different colors), tape, scissors, glue stick, blu-tack, rubber bands, vinyl eraser, paper clips, highlight markers (minimum 2 colors), whiteboards/flip chart pens in red, green, blue & black, whiteboard cleaner (if applicable), pin board cards & pins (if applicable), whiteboard magnets (if applicable)

STANDARD REQUIREMENTS

Large M&E hotels are defined as:
- For EMEA and APAC: hotels with more than 1200 square meters of total meeting space
- For NAMER: hotels with more than 20000 square feet of total meeting space



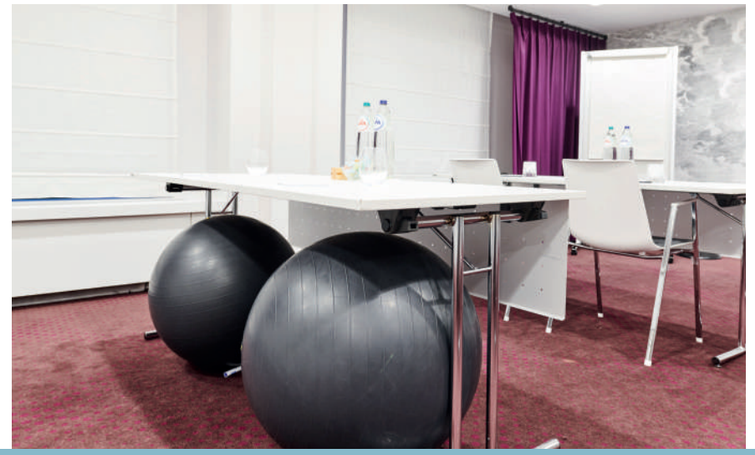




7.2 MEETING ROOM EQUIPMENT

CONTENT	SPECIFICATIONS
Black-out curtains	Mandatory
Meeting room defined table + chairs	Mandatory
Dimmable light	Mandatory
Individual climate control	Mandatory
Coat stand or rack	Mandatory
Credenza for in-room beverage set-up	Mandatory
Waste basket(s) with recycling option	Mandatory
Flipchart on wheels (branded cover + paper)	Upon request only
Alternative seating	Mandatory (High table, Bean bags, cushions, crates, levelling seating, fitness ball)







7.3 BOARDROOM EQUIPMENT

CONTENT	SPECIFICATIONS
Black-out curtains	Mandatory
Boardroom table + chairs	Mandatory, including wheels & armrest
Dimmable light	Mandatory
Individual climate control	Mandatory
Credenza for in room beverage set-up	Mandatory
Waste basket(s) with recycling option	Mandatory
Flipchart on wheels (branded cover + paper)	Upon request only
Door stopper	Mandatory, if allowed by local fire regulations





7.4 MEETING ROOM SET-UP

CONTENT	SPECIFICATIONS
Table	Bare, no table cloth
Water	1 water carafe per 2 attendees. Water must follow RHG water guidelines for serviced areas
Water glasses — No plastic	1 tumbler per attendee — placed on Radisson coaster
Branded notepad	1 Radisson notepad per attendee
Branded pencils	1 Radisson pencil per attendee — placed on notepad. N/A in LATAM, NAMER
Branded pen	Radisson pens available on request. Mandatory in LATAM, NAMER
Sweet bowl	1 small unbranded glass bowl for every 2 attendees, filled with sweets
Sweets	APAC: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	EU**: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
	LATAM: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	MEA, EERUT: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in ecofriendly branded wrappers) or individually wrapped sweets from locally relevant well-known sweet brand
	NAMER: Mandatory in owned and managed, Optional in franchised: Radisson branded sweets (fruit flavored candies wrapped in eco-friendlybranded wrappers)
Brainteaser	1 per every 3-6 attendees. Wooden games. Optional in LATAM, NAMER
Seating	Alternative seating — Grey fitness ball

*including CESE, NOBA, WEUKI. Note that the production of branded sweets is currently on hold due to COVID-19.





7.5 BOARDROOM SET-UP

CONTENT	SPECIFICATIONS
Table	Bare, no table cloth
Water	1 water carafe per 2 attendees. Water must follow RHG water guidelines for serviced areas
Water glasses — No plastic	1 tumbler per attendee — placed on Radisson coaster
Branded notepad	1 Radisson notepad per attendee
Branded pencils	1 Radisson pencil per attendee — placed on notepad. N/A in LATAM, NAMER
Branded pen	Radisson pens available on request. Mandatory in LATAM, NAMER
Sweet bowl	1 small unbranded glass bowl for every 2 attendees, filled with sweets
Sweets	APAC: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	EU*: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
	LATAM: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand
	MEA, EERUT: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in ecofriendly branded wrappers) or individually wrapped sweets from locally relevant well-known sweet brand
	NAMER: Mandatory in owned and managed, Optional in franchised: Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
Individual treat + Dish	Single serve dish with healthy snack item
Floral arrangement	Low level — No Plastic, placed in pot (No cactus)

*including CESE, NOBA, WEUKI. Note that the production of branded sweets is currently on hold due to COVID-19.



7.6 CREDENZA SET-UP

CONTENT CREDENZA	SPECIFICATIONS
Table	Bare, no table cloth
Water	Sparkling and still water served in carafes. Water follows RHG water guidelines for serviced areas (sparkling water is optional in APAC, LATAM, NAMER)
Water glasses	Extra tumblers
Infused water	In carafes, not in dispenser (Dispensers are acceptable in LATAM, NAMER)
Whole fruit in fruit basket	1 piece per attendee (e.g. apple, pear)
Coffee and Tea station	Capsule coffee, tea box, and tea pots, milk, lemon and sugar. Optional in NAMER, LATAM
Branded sweet bowl	Radisson sweet bowl filled with sweets
Sweets	APAC: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand EU*: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers) LATAM: Mandatory. Individually wrapped sweets from locally relevant and well-known sweet brand MEA, EERUT: Mandatory. Radisson branded sweets (fruit flavored candies wrapped in ecofriendly branded wrappers) or individually wrapped sweets from locally relevant well-known sweet brand NAMER: Mandatory in owned and managed, Optional in franchised: Radisson branded sweets (fruit flavored candies wrapped in eco-friendly branded wrappers)
Cookie dish filled with cookies	Fresh cookies
Floral arrangement	Low level — No Plastic, placed in pot (No cactus)
Napkins	2 white or black, branded or unbranded, cocktail napkins
Name card	Only on request

STANDARD REQUIREMENTS

- A central coffee break station with Credenza items can replace an individual Credenza set-up in each meeting room or boardroom
- Credenza is not specific furniture, but any table placed in the room to place the set-up

*including CESE, NOBA, WEUKI. Note that the production of branded sweets is currently on hold due to COVID-19.







7.7 OPTIONAL PROGRAM – HYBRID MEETINGS: HYBRID MEETING ROOM SET-UP

STANDARD	SPECIFICATIONS
Equipment standards	Meetings rooms sold as Hybrid Meeting Rooms must be equipped with all the mandatory equipment and Brilliant Basics listed in equipment standards (video collaboration device, high quality display, wireless presentation clicker, portable loudspeakers and mic, toolbox, etc.)
"Radisson Meetings Powered by Zoom" partnership	Optional. Hotels participating in the partnership with Zoom must must be equipped with all the mandatory equipment and Brilliant Basics listed in equipment standards (video collaboration device, high quality display, wireless presentation clicker, portable loudspeakers and mic, toolbox, etc.) AND: • Zoom license (in applicable countries) • 1 additional high-quality display in every Hybrid Meeting Room (ie. There must be 2 displayes in total per room) • 2 DP to HDMI converters • 2 HDMI cables • 1 tablet • Wireless Network (Wi-Fi) Adapter for Desktop if it does not support Wi-Fi • Radisson Meetings Powered by Zoom welcome screen



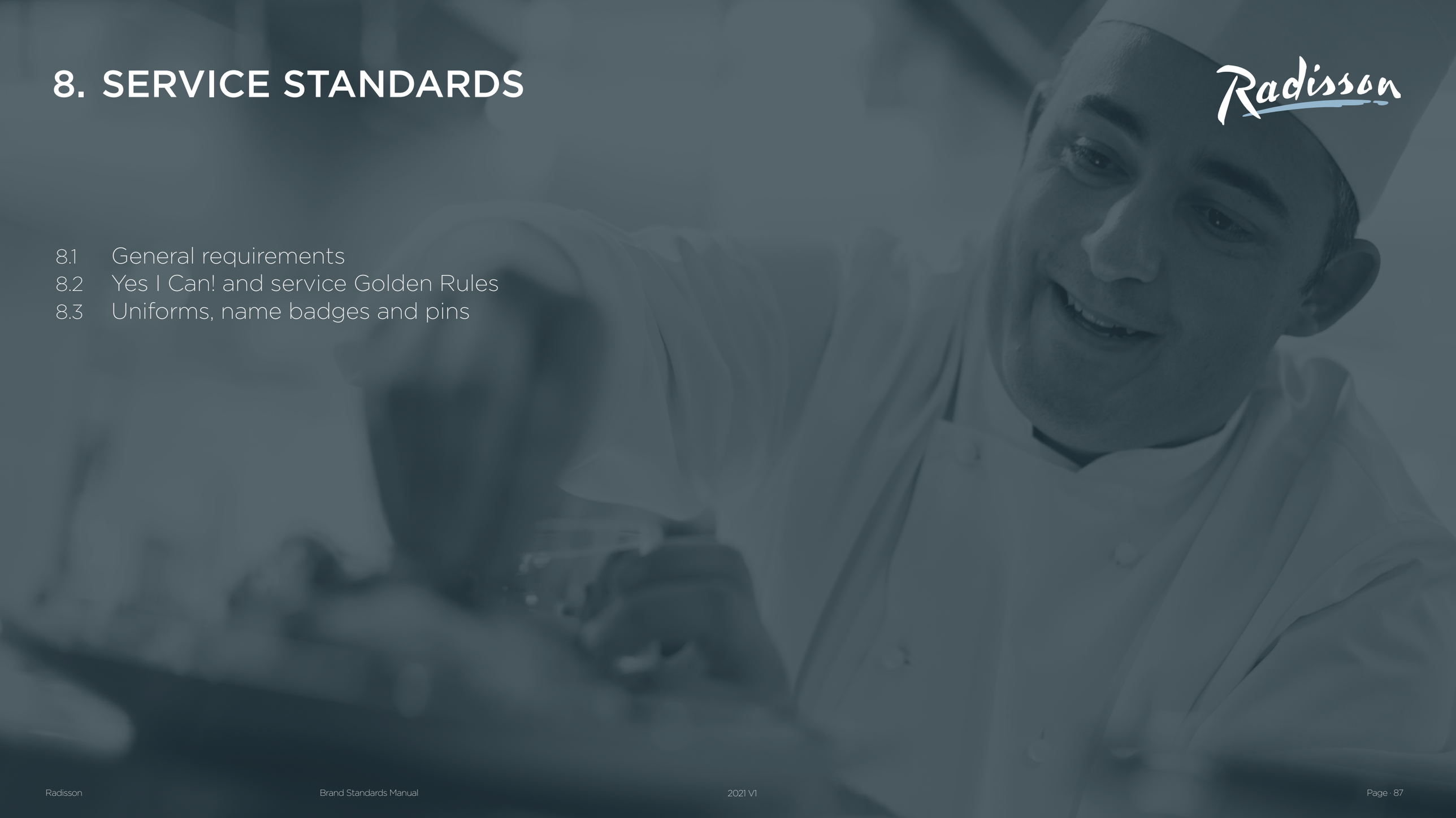


7.8 OPTIONAL PROGRAM – HYBRID ROOMS

STANDARD	SPECIFICATIONS
Hybrid Rooms must meet rooms conditions	• Upgraded room types featuring upgraded coffee and tea station • Silent room, preferably with separate seating area and 2 TVs • Select rooms with big desk and comfortable working chair • Ample power sockets for guest (and for the Plug and Play device) • Good lighting with desk lamp • Preferably a room with a view
Stationery toolbox containing	• Desk organizer • Pens and pencils, highlight markers • Glue stick, scissor, ruler, scotch tape, stapler, paper clips • Post it notes (76x76cm each 3 colors) • Notebook (optional) • A set of Diversey Oxivir disinfectant wipes
Monitor with built-in PC docking station	24” monitor with built-in PC docking station and pop-up webcam
Mouse	1 large ergonomic mouse with micro–USB Receiver and Bluetooth 4.0 connectivity
Keyboard	Full-Size, Fully-Equipped Quiet Keyboard with Bluetooth 4.0 connectivity and compatible with compatible with Windows, Mac, Android and iOS (iPhone and iPad)
Portable loudspeakers and mic	1 Brilliant Basics portable loudspeaker and mic
USB hubs/adapters	1 Brilliant Basics USB Hub with 4 ports and1 Brilliant Basics USB to USB-C
Wired screen connectivity	In line with Brilliant Basics, must include: HDMI cable, DisplayPort (M) to HDMI (F) adapter, Mini DisplayPort (M) to HDMI (F) adapter, and USB type-C (M) to HDMI (F) adapter cable



8. SERVICE STANDARDS



8.1 General requirements
8.2 Yes I Can! and service Golden Rules
8.3 Uniforms, name badges and pins

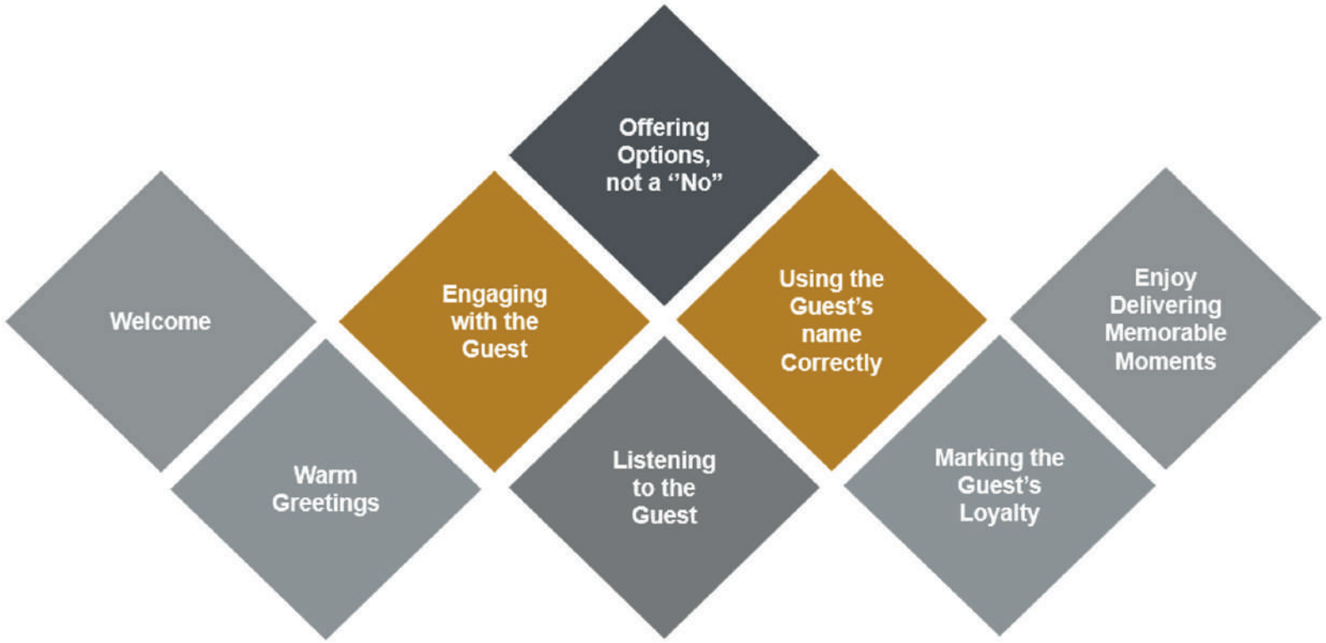
8.1 SERVICE STANDARDS – GENERAL REQUIREMENTS

CONTENT	SPECIFICATIONS
Hotel duty rota	Minimum 2 team members on duty in the hotel at all times
Service Culture Journey trainings	All team members must complete the Service Culture Journey within 90 days of hire



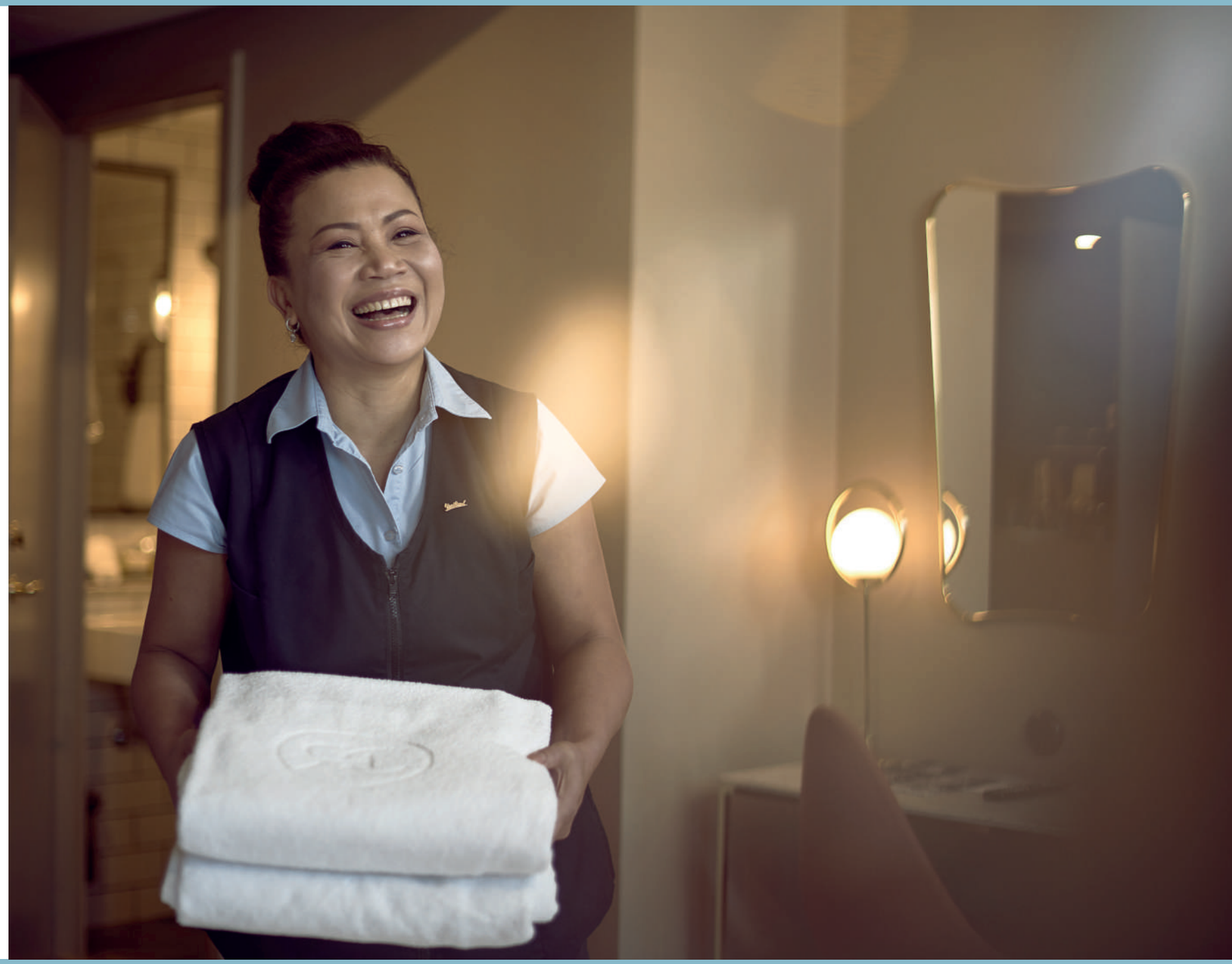
8.2 SERVICE STANDARDS – YES I CAN! AND SERVICE GOLDEN RULES

CONTENT	SPECIFICATIONS
All team members display Yes I Can! spirit	Team members follow service Golden Rules
Welcome	• Team members make eye contact and smile
Warm Greetings	• Team members greet and welcome each guest • Team members do not swear in front of guests
Engaging with the guest	• Team members seek out guest contact • Team members consistently smile and maintain eye contact while engaging in conversation with guests • Team members do not ignore guests
Listening to the guest	• Team members acknowledge and follow-up on guest requests • Team members apologize for mistakes • Team members take appropriate service recovery actions and respond to complaints
Correctly using the guest's name	• During guest interactions, team members use the guest's name at least once (if known) • Team members correctly spell the guest name on written or printed communications
Offering Options, not a "No"	• Team members are knowleadgeable about hotel services and answer guest requests • Team members offer alternatives • Team members to not ignore complaints
Marking the guest's loyalty	• Team members acknowledge the guest's Radisson Rewards status • Radisson Rewards benefits are delivered • Non-members are invited to enroll in Radisson Rewards
Enjoy delivering Memorable Moments	• Team members deliver Memorable Moments



8.3 UNIFORMS, NAME BADGES AND PINS

CONTENT	SPECIFICATIONS
Uniforms	• Brand approved uniforms are mandatory for all team members and should be purchased from locally/regionally approved supplier
Branded service philosophy pin	• Yes I Can! pin is mandatory for all team members. • Must be worn on the team member's chest, on the left-hand side (above the heart), and above the name badge (if present) • Yes I Can! pins should be purchased from brand approved supplier
Name badges	• Mandatory for all guest-facing team members and should be purchased from brand approved supplier • Must be worn on the team member's chest (left or right) • Names on badge follow local customs and are consistent throughout the property (i.e. can be first name only, last name only or combination of both). Titles should not be added to the name badges



9. RESPONSIBLE BUSINESS

9.1 General Rules
9.2 Radisson Hotels Safety Protocol and SGS

9.1 GENERAL RULES

CONTENT	SPECIFICATIONS
Plastic cutlery	Plastic cutlery is not permitted
Plastic straws	Plastic straws are not permitted. Sustainable alternatives must be offered instead.
Water stations	No single plastic cups are allowed to be used at water stations (i.e., at fitness, spa facilities and pool side)



9.2 RADISSON HOTELS SAFETY PROTOCOL AND SGS

CONTENT	SPECIFICATIONS
Radisson Hotels Safety Protocol	Mandatory. Radisson Hotels Safety Protocol points (including 20-step protocol, and 10-step Meetings & Events (M&E) protocol) must be adhered to at all times.
SGS PLEDGE desktop review	Mandatory
Radisson Hotels Safety Protocol collateral	Upon completion of the SGS PLEDGE desktop review, all mandatory Radisson Hotels Safety Protocol branded collateral pieces must be displayed.







10. MARKETING GUIDELINES

10.1 Visual identity and imagery
10.2 Social media

10.1 VISUAL IDENTITY AND IMAGERY

CONTENT	SPECIFICATIONS
In-hotel printed collateral	In-hotel collateral must meet graphic and printing specifications listed on Radisson brand guidelines.
In-hotel branded OS&E	All required and optional items that are present must be brand-approved
Acrylic tent card holders	Not allowed in guest rooms and public areas
Brand logos, hotel logos and dual language logos	Hotels must comply with logo guidelines set forth by Radisson Hotel Group in brand guidelines. The brand logo must never be altered. All logos, typeface, fonts, color palettes, patterns and images must be used according to the requirements outlined in the Radisson brand guidelines.
3rd party advertising	3rd party advertising is not allowed on printed collateral or operating supplies (e.g., a restaurant menu with a beverage sponsor logo)
Hotel imagery	At a minimum, the below property images must be on DAM (ICEportal) and must comply with the Radisson property photography style guide: • Hotel exterior – minimum 4 images • Main lobby, check-in and main desk area – minimum 3 images • Rooms – minimum 4 images per room type • Services & facilities – minimum 2 images per facility (e.g., fitness, pool, spa) • Meeting room – minimum 1 image per meeting room • F&B outlets – minimum 5 images per outlet
Hotel videography	All property videos must follow Radisson property videography guidelines

STANDARD REQUIREMENTS

- Stock images and videos are not allowed on the Radisson Hotel Group's DAM as well as on the RadissonHotels.com website.





10.2 SOCIAL MEDIA

CONTENT	SPECIFICATIONS
Facebook and Instagram profiles	APAC, EU, MEA: Hotels must have a Facebook and Instagram page for their hotel.
Social media content visuals	Social media visuals (imagery + video) on Facebook and Instagram must meet specifications listed in the brand guidelines.
Instagram profile information	APAC, EU, MEA: Instagram profile must include a link to RadissonHotels.com hotel page, and include a description in the bio about the hotel in English language. Any usage of Instagram Story icons must be those provided by brand.
Instagram profile photo	Hotels must comply with logo guidelines set forth by Radisson Hotel Group in Brand Guidelines. All logos, typeface, fonts, color palettes, patterns and images must be used according to the requirements outlined in the Brand Guidelines. The Instagram profile photo must be the hotel logo (no part of the logo should be cropped).
Social media posting frequency for Facebook and Instagram	APAC, EU, MEA: Hotels must be posting minimum weekly on both Facebook and Instagram. Content must be related to the hotel or the hotel destination only.
Hashtag usage on Instagram	Hotels must be using the relevant brand hashtag on their Instagram posts. (i.e., #Radisson)
Facebook cover image	APAC, EU, MEA: Hotels must have an on-brand cover image or video
Facebook employee access	Any employee working on a hotel Facebook page must be set up in the RHG Facebook Business Manager

STANDARD REQUIREMENTS

- Standards that are applicable to APAC excludes China

ANNEX

A. Resort Standards: deviations from hotel standards and additional resort standards

A.1 Front Office
A.2 Guest room
A.3 Hotel Services
A.4 F&B

B. Serviced Apartments standards: deviations from hotel standards and additional Serviced Apartments standards

B.1 Revised and additional in-room standards applicable to serviced apartment units (applies to both properties with 100% serviced apartment units and mixed inventory)
B.2 Revised out of the room standards (only applicable to properties with more than 80% serviced apartments inventory)

C. Water Guidelines

C.1 Guidelines for in-room water and serviced areas
C.2 Guidelines for Welcome Corner
C.3 Guidelines for fitness area

ANNEX

A. Resort Standards: deviations from hotel standards and additional resort standards

A.1 Radisson+
A.2 Front Office
A.3 Guest room
A.4 Hotel Services
A.5 F&B

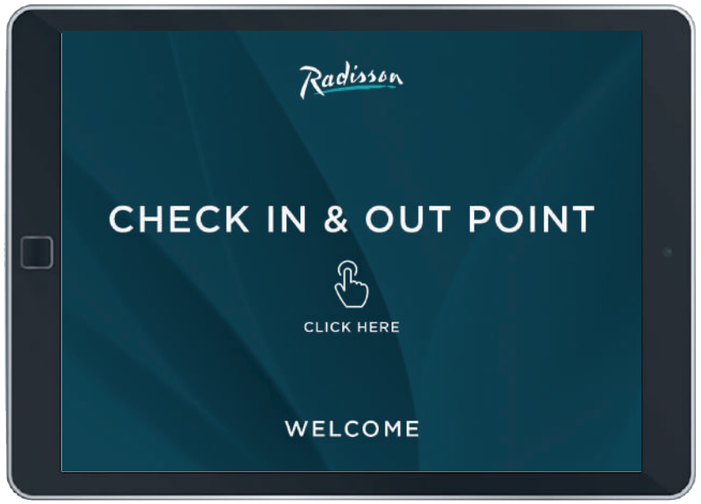
A.1 FRONT OFFICE TRANSFORMATION: RADISSON+

STANDARD	SPECIFICATIONS
Online check-in and Online check-out (non-EMMA dependent)	Mandatory (implementation dependent on pilot pipeline)
Check-In and Check-Out Point (EMMA dependent)	Mandatory for hotels with EMMA (implementation dependent on pilot pipeline). Optional for hotels without EMMA Check-In and Check-Out Point contains: • Touchscreen • ID/passport scanner (only placed if passport scanning is mandatory according to country legislation) • Key card encoder • Credit card terminal • Branded sweet bowl filled with sweets • Branded keycard wallets • Check-In and Check-Out Point signage: The hotel must use the approved RHG vendor for signage and follow the Check-In and Check-Out Point Signage Guidelines
Guest engage automation (GEA Chatbot) function	Mandatory (implementation dependent on pilot pipeline)
IT standards	To enable Radisson+, properties must comply with the standards set out in the Radisson Hotel Group IT Standards Guide
Team member smartphone	To enable Radisson+, during their shift front office team members must be provided with a secure smartphone as per IT guidelines (e.g.: 4 FO team members per shift = 4 smartphones in total)

STANDARD

• Radisson+ is RHG's proposition that combines digital projects into a single, unified value proposition to make them a media worth conversation and to promote the new capabilities to future and in-house guests as well as (potential) owners.
• It is a flexible experience for guests to make it their own. One that enables more ways for them to choose how they want to manage their stay, with seamless check-in, AI-enabled service chats and omnichannel e-concierge capabilities. Being able to ask for what they need or want, as and when they want it. A way of interacting that feels natural, to comfortably suit their needs and mood at every moment of your stay.
• Components of Radisson+ will be made available to properties based on company roll out plan, with implementation dependent on pilot pipeline. Please refer to the implementation guideline or contact your Regional Director for more information.











A.2 RESORT STANDARDS – FRONT OFFICE

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR RESORTS
Welcome Corner	Optional if replaced by local welcome drink. If Welcome Corner is present, all requirements must be met.
Check-in must follow branded Memorable Moments Scripts and Service Flow.	Check-in must follow resort-specific branded Memorable Moments Scripts and Service Flow.
Check-out must follow branded Memorable Moments Scripts and Service Flow.	Check-out must follow resort-specific branded Memorable Moments Scripts and Service Flow.
Guest relation services: Radisson branded top 10 restaurant flyer	Top 10 restaurant flyer is replaced with Radisson branded top 10 recommended activities collateral

ADDITIONS

CONTENT	SPECIFICATIONS
Local welcome drink	1 glass of non-alcoholic or alcoholic, hot or cold drink per guest, offered upon arrival or during check-in. The welcome drink must be served on a tray and cannot be served in disposable glassware/cups. Local welcome drink can be substituted by the Radisson Welcome Corner.
Changing and shower facilities	Hotel must provide access to changing and shower facilities free of charge, in public areas or guest rooms, for guests to use prior to check-in time or after check-out, on the day of arrival or departure
Empty luggage storage	Hotel must offer empty luggage storage free of charge during guest stay



A.3 RESORT STANDARDS – GUEST ROOM

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR RESORTS
Hangers: 10 high-quality, open-hook, wood-only hangers of the same style must be provided – 5 with trouser clips and 5 with bars.	Increased number of hangers in wardrobe available on request
Mini refrigerator or minibar filling	Optional in all room types. If resort chooses to implement the minibar filling all hotel minibar standard components must be fulfilled.

ADDITIONS

CONTENT	SPECIFICATIONS
Pre-ordered customised mini refrigerator or minibar content	Customised minibar content from resort's existing minibar menu can be pre-ordered by guest prior to arrival (eg. via pre-arrival email) in all room types. Pre-ordered minibars must not be refilled unless requested by guest during stay.
Additional towel / clothes rack	Minimum 1 in bathroom or on balcony



A.4 RESORT STANDARDS – HOTEL SERVICES (LAUNDRY)

ADDITIONS

CONTENT	SPECIFICATIONS
Complimentary sports laundry service	2 sports gear items per guest per day. Service is limited to sports gear only (sports t-shirt, sport shorts, tennis skirt, yoga pants, sports bra) and excludes regular clothing and swimwear (socks, underwear, trousers, jeans, dresses, shirts, varsity jackets, blazers, polos, bikini etc.)
Branded complimentary sports laundry form	1 Radisson complimentary sports laundry form must be handed in at check-in as part of Memorable Moments Scripts and Service Flow for Resorts. Additional Complimentary sports laundry form must be available in fitness space
Same-day end of stay laundry service	Same-day laundry service priced per bag must be available to guests on the day before check-out. Maximum number of items and price per bag are at resort discretion



A.4 RESORT STANDARDS – HOTEL SERVICES

ADDITIONS

CONTENT	SPECIFICATIONS
Pre-blocked Do Not Disturb (DND) time	Guests must be able to request pre-blocked Do Not Disturb times for the duration of their stay. Housekeeping teams must service the room outside of these hours.
Complimentary toy and game loan	Must be available, with or without deposit, in common areas and include at least 1 of the below examples for each age group: 2 – 4 years old: constructions toys, puzzles, manipulatives, bubbles, etc. 5 – 8 years old: puzzles, art supplies, board games, etc. 9 years old and above (including adults): cards, board and table games, quiz games, dominos, etc.
Bicycle loan services	Must be available, with or without deposit, free of charge or for a fee. Bicycle loan services can be managed in-house or provided by a third party. In APAC, this service is subject to destination feasibility.
Picnic service	• Pre-ordered filled unbranded picnic baskets must be available to order, for a fee. Content and pricing is at resort discretion. • Resorts must be able to recommend picnic locations (on- or off-site)





A.5 RESORT STANDARDS – F&B

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR RESORTS
Breakfast must be open for a min of 3 hours on weekdays and must be open for a minimum of 4 hours on weekends/public holidays. Breakfast must be open until at least 11:00 on weekends/ public holidays.	Breakfast must be open for a minimum of 4 hours



ANNEX

B. Serviced Apartments standards: deviations from hotel standards and additional Serviced Apartments standards

B.1 Revised and additional in-room standards applicable to serviced apartment units: (applies to both properties with 100% serviced apartment units and mixed inventory).

1.1 Housekeeping standards
1.2 Sleeping area
1.3 Living area
1.4 Bathroom
1.5 Kitchen equipment
1.6 Kitchen utensils

B.2. Revised out of the room standards (only applicable to properties with more than 80% serviced apartments inventory)

B.1.1 SERVICED APARTMENTS - HOUSEKEEPING STANDARDS

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Housekeeping services	Twice a week (including linen, towel and terry change, replenishment of toilet paper and tissues)
Turndown service	Not applicable (deleted)

HOTEL STANDARD	SPECIFICATIONS
Welcome Hamper or box	Mandatory. Locally sourced
Branded welcome card	1 Radisson welcome card
Coffee, tea, milk and sugar	2 Items per guest
Branded notebook	1 Radisson notebook
Branded pencil	1 Radisson pencil
Amenities* (placed in amenity pouch)	Full set of Radisson branded amenities, containing: 1 shampoo, 1 conditioner, 1 body wash (shower gel), 1 body lotion, 1 soap bar, 1 shaving kit, 1 shower cap, 1 sewing kit, 1 vanity kit, 1 comb, 1 dental kit, 1 shoe shine and unbranded mouthwash
Flip-flops/slippers	1 pair of Radisson flip-flops/slippers per guest
Refillable water bottle (not pictured)	Mandatory if water stations provided
Basic cleaning necessities	Sponge, dishwasher tablet and/ or liquid (miniature), cleaning cloth, tea towel etc.
VIP gift/gift for very long stay guests	• 1 Radisson branded charger/adapter (optional) • Local city magazine e.g. Time Out (optional)

STANDARD REQUIREMENTS

- A Welcome Hamper must be placed in the apartment upon arrival
- Welcome Hamper must not be replenished

*Number of bathroom amenities can be adjusted subject to room occupancy



B.1.2 SERVICED APARTMENTS – SLEEPING AREA

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Nightstand: 1 Radisson notepad	Removed from nightstand, instead included in Welcome Hamper
Nightstand: 1 Radisson pencil	Removed from nightstand, instead included in Welcome Hamper



B.1.3 SERVICED APARTMENTS - LIVING AREA

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Branded shoeshine: 1 Radisson shoeshine	Removed from wardrobe, instead included in Welcome Hamper
Hangers: 10 high-quality, open-hook, wood-only hangers of the same style must be provided – 5 with trouser clips and 5 with bars. Anti-theft hangers are not allowed.	20 high-quality, open-hook, wood-only hangers of the same style must be provided – 5 with trouser clips and 15 with bars. Antitheft hangers are not allowed
Iron: Mandatory. Iron must be auto shut-off. Steam feature is optional	Steam feature is mandatory
Ironing board: The ironing board must be hung in the closet on a closet organizer	Steam iron and ironing board can be placed in living area
Bathrobes	Deleted
Flip-flops/slippers	Removed from wardrobe, instead included in Welcome Hamper



B.1.3 SERVICED APARTMENTS – LIVING AREA

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Guest services directory: 1 Radisson guest services directory, available digitally or paper	Extended guest services directory is mandatory, which includes appliance manuals and additional local information
Call & Collect menu: 1 Radisson Call & Collect Menu placed on desk	Optional for Radisson Serviced Apartments with in-house restaurant.
Room service menu: Optional. 1 Radisson room service menu, available digitally or paper	Optional for Radisson Serviced Apartments with in-house restaurant.
Breakfast order door hanger: Optional. 1 Radisson breakfast order door hanger	Optional for Radisson Serviced Apartments with in-house restaurant.
Mini refrigerator or Minibar	Deleted. Replaced with kitchen equipment
Coffee and tea station – standard rooms	Deleted. Replaced with kitchen equipment
Coffee and tea station – upgraded rooms	Deleted. Replaced with kitchen equipment

ADDITIONS	SPECIFICATIONS
Soundbar	Mandatory
Additional cordless telephone	1 cordless phone in lounge
Shoerack	Optional
Inventory list with liability disclaimer	Mandatory
Hybrid rooms offering for ‘rent your office’ equipment	Optional
Partnership services (e.g. moving companies, hairdressers, personal trainers, car & bike rental companies, grocery service etc.)	Mandatory



B.1.4 SERVICED APARTMENTS – BATHROOM

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Branded bathroom amenities (dispensers or individual amenities)	Removed from bathroom, instead included in Welcome Hamper
Weighing scale: Optional 1 per room, placed under sink.	Mandatory. 1 per bathroom placed under the vanity
Hand towel: 2 Brilliant Basics hand towel per room	2 Brilliant Basics hand towel per guest
Bath towel: 2 Brilliant Basics bath towel per room	2 Brilliant Basics bath towel per guest
Bathmat: 1 Brilliant Basics bath mat per room	Bathmats should be placed for every shower/bathtub present

ADDITIONS	SPECIFICATIONS
Laundry basket	1 Laundry basket per room
2 Brilliant Basics face towels per room	2 Brilliant Basics face towels per guest

B.1.5 SERVICED APARTMENTS - KITCHEN EQUIPMENT

CONTENT	STUDIO	APARTMENTS
Refrigerator with freezer section	Minimum 120 liters	Minimum 570 liters
Convection oven with integrated grill	Optional	
Microwave	Must contain grill feature if no oven present	
Induction hob	Minimum 2 electric or induction burners, no gas	
Extraction hood	Energy efficient	
Dishwasher	45 cm	
Combo washer dryer	1 combo washer dryer	

STANDARD REQUIREMENTS

Ice must be available for guests at all time, either via ice and water dispenser integrated into the refrigerator, or via an ice-machine on each floor



B.1.6 SERVICED APARTMENTS - KITCHEN UTENSILS

CONTENT	SPECIFICATIONS
Espresso machine	1
Kettle	1
Toaster	1
Salad bowl (23cm)	Optional
Tea pot	1
Pepper mill or shaker	1
Salt mill or shaker	1
Wine cooler	1
Bottle opener/cork screw	1
Measuring jug	1
Ice bucket	1
Ice tong	1
Can opener	1
Grater	1

CONTENT	SPECIFICATIONS
Kitchen scissors	1
Selection of (glass) tupperware	1
Hot pot mats	1
Knife block (holder) with full set of knives	1
Chopping board (preferable plastic due to hygiene)	1
Serving spoon (nylon)	2
Spatula (nylon)	1
Ladle (nylon)	1
Whisk (nylon)	1
Tongs (nylon)	1
Frying pan 28cm (non sticky)	1
Ice tong	1
Sauce pan w/lid 14, 18, 22 cm	1
Cutlery tray	1

CONTENT	SPECIFICATIONS
Kitchen paper towel holder	Optional
Garlic crusher	Optional
Mixing bowl	Optional
Potato peeler	Optional
Sieve	Optional
Tray	Optional
Fruit basket	Optional
Vase	Optional
In case of oven: • Baking sheet • Roasting tray • Oven glove • Oven dish • Cast-iron cocotte	 1 1 1 1 1
Cleaning & waste management:	•Dustpan and brush •Large covered waste bin (recycle option dependent on country)
Fire, life safety:	• 3Kg fire extinguisher • Inventory list with liability disclaimer

B.1.6 SERVICED APARTMENTS - KITCHEN UTENSILS

CONTENT	STUDIO	1 BEDROOM APARTMENT	2 BEDROOM APARTMENT
Mug	2	4	6
Dinner plate	2	4	6
Side plate	2	4	6
Cereal / soup bowl	2	4	6
Champagne flute (Optional APAC)	2	4	6
Hi-ball	2	4	6
Wine glass	2	4	6
Oval platter large	2	4	6
Cutlery (dessert spoon, dessert knife, dessert fork, dinner knife, dinner fork, teaspoon, espresso spoon, optional chopsticks (APAC))	2 of each	4 of each	6 of each
Placemats	2	4	6



B.2. REVISED OUT OF THE ROOM STANDARDS (ONLY APPLICABLE TO PROPERTIES WITH MORE THAN 80% SERVICED APARTMENTS INVENTORY)

REVISIONS

HOTEL STANDARD	CHANGED STANDARD FOR SERVICED APARTMENT UNITS
Breakfast	Must follow Serviced Apartment Buffet Breakfast guidelines
Welcome Corner	Deleted

ANNEX

C. Water guidelines

C.1 Guidelines for in-room water and serviced areas
C.2 Guidelines for Welcome Corner area
C.3 Guidelines for fitness area

C.1 GUIDELINES FOR IN-ROOM WATER* AND SERVICED AREAS



OPTION	WATER TYPE	SERVED/PACKAGED IN	BRANDS - EXAMPLES
Preferred	Filtered water	Custom-design glass bottles (sparkling & still) from approved group filter supplier	BRITA (EMEA group supplier), PURE, local solutions
Preferred	Locally bottled water	Glass bottles, tetra pack cartons or cans	All main brands in Europe (UK, NL), USA, Australia
Accepted	Ethical bottled water	Glass bottles, tetra pack cartons or cans	Earth Water, Viva Con Aqua, One Water
Accepted	Locally bottled water	100% plant based bottle 100% Recycled PET (visible label or logo) bottle	Various brands e.g. from Nestlé or Coca Cola
Avoid	Locally bottled water	PET	
Not accepted	Overseas bottled water	PET	

*Including Radisson Rewards benefit:

Note: in-room water carafes, bottles, tetra pack cartons and cans must be minimum 330 ml to comply with Radisson Rewards water benefit. There are no size requirements for in-room water carafes, bottles, tetra pack cartons and cans in Meetings & Events.

C.2 GUIDELINES FOR WELCOME CORNER AREA



OPTION	WATER TYPE	SERVED/PACKAGED IN	BRANDS - EXAMPLES
Preferred	Filtered water fountain	Individual glasses (made of glass)	BRITA (EMEA group supplier), PURE, local solutions
Preferred	Filtered water	Custom-design glass bottles (sparkling & still) from approved group filter supplier	BRITA (EMEA group supplier), PURE, local solutions
Preferred	Locally bottled water	Glass bottles or tetra pack cartons	All main brands in Europe (UK, NL), USA, Australia
Accepted	Ethical Bottled Water	Glass bottles or tetra pack cartons	Earth Water, Viva Con Aqua, One Water
Accepted	Locally bottled water	100% plant based bottle 100% Recycled PET (visible label or logo) bottle	Various brands e.g. from Nestlé or Coca Cola
Avoid	Locally bottled Water	PET	
Not accepted	Overseas bottled water	PET	

C.3 GUIDELINES FOR FITNESS AREA



OPTION	WATER TYPE	SERVED IN	BRANDS - EXAMPLES
Preferred	Filtered water fountain	Paper cups (or other suitable recyclable cup/glass)	Unbranded
Preferred	Locally bottled water	Bulk dispenser with paper cups (or other suitable recyclable cup/glass)	
Accepted	Ethical Bottled Water	Tetra pack cartons or cans	Earth Water, Viva Con Aqua, One Water
Accepted	Locally bottled Water	100% plant based bottle 100% Recycled PET (visible label or logo) bottle	Various brands e.g. from Nestlé or Coca Cola
Avoid	Locally bottled Water	PET	
Not accepted	Overseas bottled water	PET	


THANK YOU !
Radisson