

DALATA HOTEL GROUP LOOKS FORWARD TO WELCOMING GUESTS BACK TO HOTELS WITH THE LAUNCH OF A NEW SAFETY AND WELL-BEING PROGRAMME

- **Guest and staff health and safety is top priority**
- **Catering for advanced sanitisation, new technologies, and effective physical distancing measures**

Dublin, 14 May 2020 | Dalata Hotel Group plc ("Dalata" or "the Group"), the largest hotel operator in Ireland with a growing presence in the United Kingdom, announces the introduction of the Group's new safety and well-being programme across its Clayton and Maldron brand hotels. In advance of welcoming guests back over the coming months, the programme will provide peace of mind and protect the health and well-being of guests and staff.

When travel markets reopen, there will be a significantly higher focus on health and well-being and the need for physical distancing. Dalata will meet the expectations of its guests and staff by operating a safe, minimum-touch environment across all of its hotels. The new programme follows guidelines set out by the Irish Health Service Executive ("HSE"), the UK's National Health Service ("NHS") and the World Health Organisation ("WHO").

"At Dalata, we are eagerly awaiting the day that we can welcome guests back to our Clayton and Maldron hotels. Our people are keen to get back to business, doing what we do best – providing excellent service to our guests. This is a worrying time for everyone, and many people have had their lives turned upside down by COVID-19. I want to assure guests that the entire team is working tirelessly to ensure you can have an enjoyable, safe and relaxing stay with us", **said Pat McCann, CEO of Dalata Hotel Group.**

Dalata's safety and well-being programme represents a new level of focus on advanced sanitisation and disinfection techniques as well as practical solutions to manage physical distancing and is currently being rolled out across all of Dalata's Clayton and Maldron hotels. The programme will be implemented in every area of the hotel and involves several fundamental operational changes. Staff will be comprehensively trained over the coming weeks to make sure everything works smoothly and effectively when the hotels reopen.

New Safety & Well-Being Measures

- **Protective screens** in place at reception.
- New procedures allowing for **online check-in** and **express check-out**.
- Introduction of new **state-of-the art technology** and **additional contactless payment options**.
- Securing a range of **Personal Protective Equipment ("PPE")** for use across all hotels, with particular focus on **housekeeping, kitchen and food production and service areas**.
- Introduction of **enhanced touch point cleaning programme** in all public areas.

- Revised cleaning regime in each **guestroom**, which will include a bespoke sanitisation treatment.
- A seal tag placed on each **guestroom** door to indicate full sanitisation.
- Contents of **guestrooms** reviewed to remove non-essential, tactile items, such as pen, paper, and bed cushions.
- **Restaurants** with **table service** for all meals (no self-service queuing).
- New handling procedures agreed with **food suppliers** to ensure the highest food **hygiene standards** while maintaining top quality.
- All **public areas**, including **restaurants** and **coffee shops**, will have practical, effective measures to enable **physical distancing**.
- Similar **physical distancing** measures will be implemented in **staff-only areas** to protect our employees.
- Active **monitoring of physical distancing measures** will take place to make sure they are working to protect guests and staff.
- Staff throughout each hotel will undergo a **training programme** to ensure full implementation of each new measure and will follow the public health official advice and guidelines at all times.
- **Clear communication with guests** before arrival and during their stay to ensure peace of mind and a relaxed, enjoyable experience.

Pat McCann, CEO of Dalata Hotel Group added: *"We have a long and proud history of prioritising our guests' safety. Our dedicated teams are actively engaged in this new programme, and all staff will undergo a comprehensive training programme to ensure these enhanced standards are fully implemented and consistently maintained across our entire portfolio of [44] hotels."*

We are looking forward to welcoming our guests back to our hotels, and I can assure them that they will have a safe and enjoyable stay".

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About Dalata

Dalata Hotel Group plc was founded in August 2007 and listed as a plc in March 2014. Dalata has a strategy of owning or leasing its hotels and also has a small number of management contracts. The Group's portfolio now consists of 30 owned hotels, 11 leased hotels and three management contracts with a total of 9,208 bedrooms. In addition to this, the Group is currently developing 11 new hotels and has plans to extend two of its existing hotels, with a total of 2,871 bedrooms due to open over the next three years. This will bring the total number of bedrooms in Dalata to over 12,000. Dalata now has close to 5,000 employees. For the full year 2019, Dalata reported revenue of €429.2 million and a profit after tax of €78.2 million. Dalata is listed on the Main Market of Euronext Dublin (DHG) and the London Stock Exchange (DAL). For further information visit: www.dalatahotelgroup.com.

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