

# COVID-19 PROTOCOL



These safety procedures are subject to change based on guidelines provided by the National Institute of Public Health (RIVM). On our website you will always find the most recent version.

PLEASE NOTE THAT IF YOU OR ANY OF YOUR GUESTS IS FEELING UNWELL, TO NOT VISIT US UNTIL YOU ARE FEELING BETTER.

## **GENERAL INFORMATION**

- All our staff is carefully monitored. Any employee that has been in contact with someone, or shows any symptoms of Covid-19 is not allowed on any of our properties.
- Disposable medical mouth masks are mandatory for all employees.
- All our staff is required to wash and/ or sanitize their hands every 30 minutes.
- An intensive cleaning and sanitation schedule is maintained throughout our property with extra attention for high-contact surfaces and handles.
- Throughout our property you will find multiple hand sanitizer stations.
- We keep a minimum of 1.5 meter distance between each other at all times.
- Designated routing and instructions are clearly indicated.

## **CHECK-IN & CHECK-OUT**

- Optional contactless check-in and registration procedure before arriving on property.
- We have provided a transparent screen at the front desk for your own safety and that of our employees.
- There are clear circles provided on the lobby floor to make sure we keep 1.5 meter distance while waiting for the front desk.
- We prefer card payments over cash payments.
- Our payment terminals are sanitized after each payment.

## **GUEST ROOM**

- Each guest room is deep cleaned and sanitized after each check-out.
- We offer two options for cleaning during your stay:
  - › Full daily service.
  - › No service: Fresh towels and amenities are hang from your door each morning
- There are hand sanitizing wipes provided in each guest room.
- All hotel information is digitally available.

## **FOOD AND BEVERAGE**

- For hygiene purposes we have eliminated our breakfast buffet. Breakfast will be served at our inhouse restaurant Harry's.
- We offer an optional Breakfast Bag that we hang from your door at a specified time and that can be enjoyed in your room or on the go.
- There is a minimum of 1.5 meter between each table in the dining room.
- We prefer card payments over cash payments.
- Our payment terminals are sanitized after each payment.
- Reservations are accepted for a maximum of 4 people per table.

## **CANCELLATION POLICY**

- For all current and future hotel reservations, including pre-paid and non-refundable reservations, date changes are permitted at no charge up to 24 hours prior to arrival as long as the change is made by May 1st\*. Please note that changes will be subject to availability and any rate differences.

### **\*IMPORTANT INFORMATION:**

- For reservations booked via online travel agents or other third-party travel professionals, please contact the booking provider for information on their policies.
- For individual reservations booked into a pre-existing group block, please refer to cancellation policy quoted at the time of reservation. For more information, please contact reservations.
- For group bookings we will work closely with you to manage any changes on a case by case basis. We are actively supporting customers to address the needs of each group, including moving event dates to another time. For questions on terms and conditions of group contracts please contact reservations.

**PHONE NUMBER  
LOCAL HEALTH SERVICES:**

**088 - 880 50 05**