

# YOUR HEALTH & SAFETY IS OUR TOP PRIORITY

With the health & safety of our guests, colleagues and visitors as our top priority, we have followed the guidelines of the **RIVM** and Dutch government and taken the below actions to ensure you feel safe & comfortable when drinking, dining, sleeping, or just relaxing with us.



## TRANSPORT & PARKING

In city taxis, separation screens have been placed between the driver & passengers.

Face masks are mandatory in all public transport in the Netherlands.

For your own safety and comfort, you may park your car directly by entering the below address in your **GPS**. Once you arrive you can ring the bell and we will proceed to assist you. \*Parking fee is 45 per day.

9W66+GG  
Spinozastraat 47  
1018GV Amsterdam  
The Netherlands



## GENERAL & PUBLIC AREAS

Disinfecting hand sanitizer is provided at multiple points around the hotel's public areas.

Usage of sanitizing stations is compulsory for all departing & arriving guests.

All regular touchpoints (elevator buttons, doorknobs, bathrooms) are disinfected every hour.

Additional hygiene measures and disinfection routines are implemented throughout the property and we kindly ask you to adhere to keeping a 1.5m distance from others in the hotel.

The capacity of our elevators has been reduced to two persons at a time.

Hotel information is shared through **QR** codes instead of printed.

Contactless payment is encouraged throughout the hotel and outlets.



## ARRIVAL & CHECK-IN

Porterage service is still offered as per request. Luggage will be handled with mask, gloves and placed outside of the room to avoid contact.

At front office, guests and staff members are divided by plexiglas screens.

Team members have dedicated work stations and wash and sanitize their hands and equipment every 30min or after every guest contact.

Online check in is encouraged to shorten for face-to-face interaction

During stay, Concierge services will be provided as normal and also via WhatsApp as an additional service.



## WORLD OF HYATT

From travel planning to check out the **World of Hyatt** app is here for you. Explore our hotel with photos, hotel details, offers, local area attractions and more. Add your reservations and **World of Hyatt** membership card to **Apple Wallet**. And while you are with us, use **Check-In/Express Checkout** to minimize contact at the front desk when you arrive and depart. View your room charges during your stay or request items to your room, such as toothpaste or shaving kit. With **Hyatt Mobile Entry** you can also use your phone as your room key and through chromecast you can stream your favorite show right to your **TV**.





## GUESTROOMS & SUITE

Our housekeeping teams are equipped with Personal Protective Equipment (PPE) when cleaning, for both guest & their own safety.

Extra disinfecting practices have been implemented to enhance the thorough practices that were already in place.

All in-room touchpoints undergo extra disinfection with every service.

Windows are opened during cleaning to increase air flow.

Rooms will be kept vacant for min 24 hours between guests.

Guests receive a personal protection package in their room.

Collateral has been removed from rooms. Information and menus are available via QR code or printed for single use on request.

Room service orders will be delivered Drop & Go to avoid close contact. We will knock the door to indicate when your order is delivered. All items will be covered or in the hotbox.



## CHECK-OUT

Before checking out of the hotel, online check out is encouraged. You can review your invoice on the TV in the room, or in the World of Hyatt app and receive it digitally via email.

A drop box is available at reception to leave your keys.

Porterage service is available on request. Luggage will be handled with mask and gloves once guests have left the room.



## SPA

As per government regulations, the sauna, gym, relaxation area and locker rooms will be closed until 1st July, as well as other health and sport facilities in the city. Once we reopen, these areas will be cleaned & disinfected every hour.

Massage treatments are available and the required safety protocols are in place.

Therapists wear face masks and disinfect hands thoroughly before every treatment.

Guests will have to answer a General Health Questionnaire prior to their treatment.



## RESTAURANT & BAR

As per Dutch government regulations, reservations are mandatory for the bar & restaurant for lunch & dinner, including in-house guests.

There is a maximum number of persons allowed in the restaurant & bar at one time.

Employees & guests are subject to a General Health Questionnaire in order to be granted access to the bar & restaurant.

Sanitizing stations will be located at the entrance to the restaurant.

Menus will be available via QR codes so please ensure you bring your mobile phone. Single use menus are available on request.

Restaurant layout has been adjusted to maintain social distancing.

Kitchen and service team members will wear face masks and be washing hands & sanitizing every 30 minutes.

All dishes will be brought to the table and placed on a side table to avoid close contact. Trays will be cleared and sanitized after every use.

Guests will self-serve beverage items at the table to minimize contamination.

Individually packed sanitizing wipes will be handed to the guest in the bill folder upon departure.

Bill folders and pens, tables and chairs are sanitized after every guest.

At the bar, pool cues will be handed out upon request and sanitized after each use.

### Breakfast:

There will be no more breakfast buffet, but an a la carte breakfast is served at Mama Makan Bar & Terrace.

Room & Breakfast rates include an unlimited choice from the a la carte menu.

For guests preferring to have breakfast in the comfort of their room, the tray charge of 4EUR for room service breakfast has been removed.

The order will be left at the door and should be returned to the corridor when consumed.

*We'll be ready when you are.  
Until then, keep well!*



**HYATT**  
REGENCY™  
AMSTERDAM



## MEETINGS & EVENTS WITH PEACE OF MIND

### IN THE MEETING ROOMS



Disinfectant material for event participants is available.

Reviewed capacity and setup for all event spaces to meet social distancing requirements.

Equipment such as flipchart, markers, pointers and microphones, are disinfected before and after every use.

Pens will be disinfected and quarantined for 15 days after every use.

Possibility of organizing Hybrid Events via our external AV supplier is available so delegates can log-in from home.

Walking paths will be clearly indicated throughout all public areas and event spaces.

### DURING MEETING BREAKS

Water bottles available per delegate for both still and sparkling water.

Handmade face masks will be available for purchase for all delegates.

Coffee machines will be serviced by personnel with protection equipment and are equipped with disinfectant so they can be cleaned after every use.

Marks will be placed on the floor to indicate the 1.5 meter distance between each waiting guest.

Breakfast, coffee breaks and lunch packed in individual boxes, made to order and pre-selected via our digital menu form. Alternatively, a private dining space can be setup in accordance to the social distancing rules where we provide plated service.

Coffee machines and soft drink fridges will be frequently cleaned and disinfected.

Frequently touched surfaces, such as fridges, door handles, coffee machines, table tops, chairs, etc. will be regularly cleaned and disinfected.



### MEETINGS & EVENT STAFF



Staff will use masks to serve the guests.

Increased personal hygiene measures and trainings for all food & beverage, events and culinary teams.

Information board available in the break area explaining the measures we have taken for your health & safety.

Increased frequency of deep cleaning practices after each event.