



# You are welcome

A safe and pleasant visit to Mainport by Intel Hotels

**Intel Hotels has received a quality mark from KIWA for the preventive measures taken against Covid-19. With this certification Intel Hotels can proof all necessary steps to limit the chance of infection with the corona virus have been taken. This independent audit confirms that the preventive measures meet the national government regulations and industry-specific guidelines in the hotels, meeting & events areas, services, processes, systems and employees.**

## Information and communication with/to our (hotel)guests

On our website we keep an up to date FAQ for our (hotel)guests.

## Distancing

All public/common areas have been reorganized to comply with social distancing guidelines with visible signage.

## Cleanliness protocols

### Common areas

Our cleaning protocols have been upgraded, and the frequency is increased in all high-traffic areas within the hotel.

### Hotel room cleaning

Our cleaning protocols have been upgraded and monitored. Housekeeping staff is trained to give extra attention to all high-touch points in the hotel rooms.

## Staff training

All hotel staff is trained and informed of the new protocols related to Covid-19. If any new protocols are implemented staff will be informed and trained on the job (if needed on a daily basis).

## Inhouse safety

### Check-in/Check-out

Our front desks, concierge desks and hospitality desks are equipped with safety shields.

## Payments

Contactless and cashless.

## Sanitizing

The hotel offers sanitizing stations in common areas and/or high traffic areas.

## Restaurant, Bars & Food Safety

Our restaurant and bars are organized with the social distancing guidelines as stated by the government.

All our guests are being accompanied to take a seat in our restaurant.

We offer room service for breakfast – lunch – diner.

## Meetings & Events

### Smart set up

All event spaces are adjusted in accordance to the new 1.5 meter society.

## Catering

Adapted meetings and events catering with new grab & go solutions.

## Careful preparations

Walking routing in combination with coordinating timeframes for guests and suppliers to avoid congestion.

## Wellness area including swimming pool & fitness

### Guidelines

All wellness areas (sauna, steam bath, swimming pool, fitness, massage room) have visible signing of the house rules.

## Hygiene

Cleaning protocols have been upgraded in relation to the latest guidelines from the government.

## Suppliers

All our suppliers who need to enter our hotel for delivery or maintenance are informed and aware of our measures related to Covid-19.

## In case of Covid-19

In each hotel a crisis team is assembled who will be accompanied by members of our head office. All staff members are trained to recognize and/or detect possible infected (hotel)guest(s), colleague(s) or hotel rooms. A crisis protocol has been set-up in case of a (possible) Covid-19 situation.



Visit the FAQ page of the website



View the Meetings & Events brochure (NL)

**COVID-19**  
PREVENTIVE MEASURES STANDARD  
kiwa verified



# Declaration of conformity K105790/01



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## COVID-19 prevention measures

### STATEMENT OF KIWA

With this conformity declaration issued, Kiwa declares that there is legitimate confidence that the

## Intel Hotels Mainport Rotterdam

management system used and its application comply with the Assessment Directive COVID-19 prevention measures based on the requirements set by the WHO/RIVM/EU Directives and additional industry requirements for the scope:

### Hotel

With this kiwa conformity declaration and the accompanying label 'COVID-19', the certified client can demonstrate that the management system is functioning and being complied with and thus meets all the required requirements.

Ron Scheepers  
Kiwa

*This declaration consists of 1 page.  
Disclosure of the declaration is permitted.*

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