



Stay healthy while travelling

Safety & hygiene recommendations

We are delighted to welcome you back to the Leonardo Royal Hotel Amsterdam. We would like to inform you about the safety & hygiene precautions we are taking in reference to the Coronavirus (COVID-19). We continue to monitor the situation according to the policy of the National Institute for Health and the Environment (RIVM). For your own safety, please inform yourself carefully.



Before and during your arrival

- Before your arrival, you will be informed about the measures taken in our hotels.
- In case you have health problems (such as coughing or fever) you will be asked to stay home.
- We provide the possibility to disinfect your hands, immediately upon entrance to the hotel.
- Throughout the hotel you will find clear routing instructions to ensure enough distance is kept between you and fellow guests.
- Our lobby host is looking after our safety regulations and is at your service for any assistance.
- We provide clear instructions at the entrance and throughout the (various) hotel (departments) informing you about the measures taken during your stay.



Check-in & check-out

- Our staff does not shake hands and works behind plexiglass.
- Footsteps indicate where to stand in order to keep 1.5-meter distance.
- During check-in we explicitly inform you about all preventive measures taken throughout the hotel and about the hygiene measures taken in our guest rooms.
- We inform you about the availability of local hotel facilities (restaurant, gym) during check-in.
- You will be asked to complete a questionnaire with control-questions upon registration at the check-in.
- To fasten the registration process, we may contact you prior to your stay.
- We provide possibility for cashless payments only. Our pin-terminals are disinfected frequently.
- Invoices are sent to your email address and can be printed on request.
- We will kindly ask you to use our express check-out service to prevent traffic in public areas.
- All our reception desks are cleaned frequently and equipped with disinfection tools.



Public areas & hotel facilities

- We inform you about the availability of local hotel facilities (restaurant, gym) during check-in.
- Always follow the routing instructions (black and red arrows) through the hotel.
- There is a maximum occupancy for all elevators, depending on the surface.
- In our elevators, footsteps indicate where to stand in order to keep 1.5-meter distance.
- Public toilets may be closed. To minimize risks, we ask you to use the toilets in your hotel room.
- Public areas are cleaned frequently and we disinfect all critical touch points.
- Our elevators and public areas are equipped with disinfection tools.





Stay healthy while travelling

Safety & hygiene recommendations



Food & Beverage

- Our restaurant & bar are arranged in a way that we maintain the 1.5-meter distance rule.
- Our breakfast offerings are served in a way that contamination risks are at a minimum.
- Due to governmental restrictions, to have lunch or dinner in our restaurant/bar, it is mandatory to have a reservation in advance. Please make your reservation via: https://www.resengo.com/leonardo_royal_hotel_amsterdam_amsterdam.
- Per instruction of the Dutch Government, all restaurants and bars are required to ask health questions, before allowing guests to enter the restaurant and bar.
- A maximum of 2 persons may sit at a table within 1.5 meters, unless it concerns a joint household consisting of more persons. For all other reservations we will maintain a 1.5 meter distance at all seats.
- Our staff will place you at a disinfected table and maintain the 1.5-meter distance rules as set by our government.



Hotel room

- The door handle to your room is disinfected.
- The hotel rooms are cleaned extra thoroughly.
- To minimize risk of contamination during your stay, we do not provide standard housekeeping stayover service unless explicitly requested.
- We provide new towels and amenities daily upon request.
- Complimentary disinfection tissues are at your disposal in your room.
- To guarantee cleanliness of glasses and cups, we only use disposables.



Hotel facilities

- Bicycle rental is available, but has to be reserved. Starting at 15.00 euro per day, excluding insurance. Please note that we have limited bikes available, and we work on a first come first serve basis. Your bike will be disinfected prior to your use by our lobby host.
- Our fitness is open.

Opening hours

Breakfast buffet

Weekdays	07.00 – 10.30
Saturday – Sunday	07.00 – 11.00

Bar Leo

Sunday – Thursday	10:00 – 00:00
Friday and Saturday	10:00 – 01:00

Vitruv Restaurant

Lunch & Diner	12.00 – 22.00
---------------	---------------

Room Service

24 hours





Stay healthy while travelling

Safety & hygiene recommendations



Meetings & Events

- Our meeting facilities are fully equipped in order to keep the 1.5 meter distance.
- To minimize risk of contamination during your stay we have arranged for a separate area for your group to register & check in.
- Your guests will be asked a set of control-questions upon registration at the check-in.
- We ask all delegates to follow the routing instructions in order to prevent crowds.
- We ask all delegates to follow the instructions of the meeting host.
- A safety briefing will be offered upon the start of your event by one of our banqueting supervisors.
- An information and hygiene package will be provide to every delegate upon start of the meeting.
- A designated cleaner will be assigned to your meeting area who will be continuously cleaning the public areas and will disinfect all critical touch points.
- We provide the possibility to disinfect your hands, immediately upon entrance of the meeting rooms.
- Catering moments have been agreed with the organisation beforehand.
- We use mono packaging to minimize risk of contamination.

Only together we can prevent a further spread of the Coronavirus, while still being able to travel. We thank you for your careful cooperation. Is something not as you expected, or do you have a question or request? Please contact our Front Desk by dialing number 0000. We wish you a wonderful stay at the Leonardo Royal Hotel Amsterdam!

Best regards,

Jakob-Jan Blaauw
General Manager

