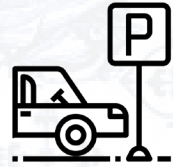


YOUR HEALTH & SAFETY IS OUR TOP PRIORITY

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

Will you be traveling by car? Drivers must wear a facemask and guests are also advised to do so for mutual protection.

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 & comfort, we are happy to inform you that we still offer valet parking. Both your car and car keys will be disinfected before and after a hotel associate drives your car. Parking fee is EUR 65,- per day.



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 regularly.

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

QR codes are used, as an alternative to printed materials, to share hotel information.

Contactless payment is encouraged throughout the hotel.



ARRIVAL & CHECK-IN

Portage service is still offered on request. Disinfectant is used before & after handling your luggage.

A sanitizing station will be available to all guests at check in.

At front office, we have installed Plexiglass screens to limit contact.

Team members wash and sanitize their hands every 30min and after every guest contact.

Workstations, pens, pin terminals, and all front office touchpoints are cleaned every 30 minutes, or after every use.



WORLD OF HYATT

Many services are available on our World of Hyatt mobile phone app to lessen the need for close contact. You can view invoices, control the guestroom TV to stream content directly from your phone, and check-out, simply by using the World of Hyatt app.



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.

Collateral has been removed from rooms. Information & menus will be available via a QR code.

All in-room touchpoints undergo extra disinfection regularly.

Rooms will be kept vacant for 24 hours between guests.

Windows are opened during cleaning to increase air flow.



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 on the World of Hyatt app on your mobile phone. Please inform us about any deviations. Your hotel invoice will be sent to your email address.

A drop box will be present at reception to leave your keys.



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.

Facials & massages are offered in the spa with additional hygiene measures. Therapists use a mask and disinfect hands thoroughly before every treatment.

Guests will be subjected to "General Health questionnaire" prior to treatment. Disinfection of the spa facilities occurs after every treatment.



RESTAURANT & BAR

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

As per local regulations, our restaurant & bar will be operating at limited capacity until further notice.

Employees & guests are subject to a General Health Questionnaire in order to grant 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.

Additional social distancing guidance is marked on the floor for clarity.

Tables will be set up on the spot to avoid contamination.

Team members will be washing hands & sanitizing every 30 minutes.

All dishes will be brought to the table with a cover & placed on a side table to avoid contamination. Guests will self-serve beverage and food items at the table.

Bill folders and pens will be sanitized and disinfected prior and after bill handling.

Breakfast:

Only hotel guests will be welcomed for breakfast in bar, restaurant or terrace.

There will be no more breakfast buffet. Breakfast will be a la carte. Rooms including breakfast can order unlimited items from the a la carte menu.

If guest prefers to have Room Service breakfast, we have removed the tray charge of €5 until 1.09.2020. 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!*

MEETINGS & EVENTS WITH PEACE OF MIND

IN THE MEETING ROOMS

Disinfectant material for event participants is available.

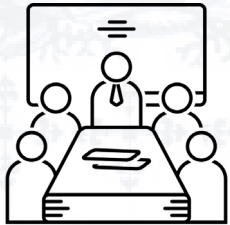
Reviewed capacity and setup for all event spaces to meet social distancing requirements.

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

Pens will be replaced by recyclable pencils that can be disposed after use, or taken home by the delegates.

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

Bottled mineral water can be ordered in advance to provide guests with own bottle.

Coffee machines are equipped with disinfectant so they can be cleaned after each use.

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

Breakfast, coffee breaks and lunch will be packed in individual boxes, made to order via our events menu in advance. 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.



MEETINGS & EVENT STAFF

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.

