

Stay healthy while travelling

Safety & hygiene recommendations

Dear guest,

We are delighted to welcome you at Leonardo Royal Hotel Den Haag Promenade. 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

- Please register with the organization prior your stay/meeting.
- 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 hotel informing you about the measures taken during your stay.



Public areas

- Always follow the routing instructions (black and red arrows) through the hotel.
- We advise you to use the stairs when possible, in order to prevent elevator traffic.
- 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.
- Our elevators and public areas are equipped with disinfection tools.
- Public toilets are open for conference and restaurant guests only. 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.
- Luggage rooms are temporarily self-serviced.



Check-in & check-out

- Our staff does not shake hands and works behind plexiglass.
- All our reception desks are cleaned frequently and equipped with disinfection tools.
- Footsteps indicate where to stand in order to keep 1.5-meter distance.
- You will be asked a set of control-questions upon registration at the check-in.
- During registration we will 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, swimming pool) during check-in.
- We provide the possibility for cashless payments only. Our pin-terminals are disinfected frequently.
- We will kindly ask you to use our express check-out service to prevent traffic in public areas.
- Invoices are sent to your email address and can be printed on request.



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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. If you request housekeeping service as a stayover, please mention this at our front desk before 12:00 h.
- We provide new towels and amenities daily upon request.
- To guarantee cleanliness of glasses and cups, we only use disposables.



Meeting & Events

- Our lobby host will direct you to the correct conference room.
- Please register with the organization prior your stay/meeting.
- All chairs in the conference rooms are at least 1.5 meters apart.
- We kindly request you to follow the instructions of the meeting host at all times.
- At the start of the meeting, the meeting host will inform you about the safety regulations.
- Catering moments are agreed with the organization prior the meeting.
- Coffee and tea services: up to 20 guests – self-service / as of 20 guests – served



Bar & Restaurant Brut International Flavours

- Our F&B areas are available in such a way that we maintain the 1.5-meter distance rule.
- It is necessary to make a reservation to enter the bar or restaurant. Depending on the meeting program, the organization has already done this.
- All restaurant guests will be asked for health problems such as coughing or fever twice; when the reservation is made and when guests enter the restaurant.
- Our staff will place you at a disinfected table and maintain the 1.5-meter distance rule.
- Breakfast, lunch and dinner are served in such a way that contamination risks are at a minimum.
- We serve all dishes per individual guest or provide (meeting)room service.

Only together we can prevent a further spread of the Coronavirus, while still being able to travel. We thank you for your careful cooperation and wish you a pleasant stay at Leonardo Royal Hotel Den Haag Promenade.

Kind regards,

Booking Office Team
Leonardo Royal Hotel Den Haag Promenade

