



IHG CLEAN PROMISE

Good isn't good enough - we're committed to high levels of cleanliness. That means clean, well maintained, clutter free rooms that meet our standards. If this isn't what you find when you check-in, then we promise to make it right.

OUR COVID-19 PROTOCOLS

We want to inform you about the measures we have taken to ensure a safe and healthy environment during your stay. During the new QO normal we prioritise an environment in which we can safeguard the appropriate distance between guests and our team members.

ROOM CLEANING

We have adjusted the our cleaning services in order to minimise the interaction and contagion. We will therefore not clean your room on a daily basis, however, after every 3 nights we will provide your room with a full service where we can change towels and linen and clean and disinfect the high touch areas of your room.

FOR ALL PUBLIC SPACES AND FACILITIES

Disinfecting of high touch surfaces such as elevator panels, hand rails, doorknobs, etc. will be done regularly. Signage is placed to direct and indicate the routing to ensure compliance with the social distancing rules. We have placed disinfecting stations at key points, 'last cleaned' charts at public toilets, 1,5-metre distancing signage and where possible floormats for signage of the distance. We ask our guests and colleagues to use the walking routes by following the arrows. Our ground rule is to take the elevator when going up and the stairs when going down in public areas. From your hotel room you can always take the elevator down.

RECEPTION

We provide reduced contact at check-in with touchless transactions, plastic screens, sanitized key-cards and pens, paperless check-out and the placement of disinfection station at key points.

RESTAURANTS & BARS

We have created 1,5-metres between the tables inside and arrows for routing. Tables, chairs and trays are disinfected before and after every usage.

GUEST ROOM

We clean all the rooms with ozone water which kills 99.9% of bacteria, our housekeeping supervisor disinfects every guest room's high touch areas such as the iPad, phone, doorknobs, etc. prior to every guests use.