

# BECAUSE WE TAKE YOUR STAY SERIOUSLY

Following the serious challenges that were brought on by the COVID-19 pandemic, we as a hotel decided to review all our standard operating procedures (SOP) in line with the increased personal health and safety requirements. We have worked with our outsourced housekeeping specialists and our supplier of cleaning and hygiene products to guarantee our adjustments and extra measures are in line with the Dutch Government and Health Authority requirements, and will follow any changes or updates that are announced.

## INCREASED ROOM CLEANING MEASURES:



All our housekeeping staff is equipped with required Personal Protective Equipment (PPE) for both the guests and their own safety. This PPE includes, but is not restricted to use: protective single use disposable gloves, facemask and hair net.

The reviewed room cleaning Standard Operational Procedures require extra disinfecting practices, further than the regular thorough disinfecting practices that were already in place.



## INCREASED PUBLIC AREA CLEANING MEASURES:



All our regular touch point areas (elevators buttons, doorknobs, bathrooms, the Market, etc.) are disinfected every 2 hours with disinfectant.

Public areas are arranged to comply with the 1,5m social distancing requirement.



Disinfecting hand gel is provided at multiple points around the hotel's public areas.

## INCREASED EMPLOYEE HYGIENE AND SAFETY MEASURES:



Colleague certification, trainings and recertification process have begun for hygiene and cleanliness. Every Hyatt hotel will have at least one specially trained Hygiene Manager, on property, who will be responsible for their hotel adhering to new operational guidance and protocols.

## INCREASED MEASURES TO LIMIT GUEST-EMPLOYEE CONTACT:



Safety screens are put in place on our Front Desk to limit the potential spread of the virus through guest-employee contact.

Medical thermometers available for individual body temperature check if required by guest or employee.



Through our loyalty program, we can provide our guests with Keyless Entry to their room and we have a food and drink ordering application called MyCheck that allows guests to order from their room, pay online and pick up at the restaurant, this way we give our guests the choice to minimize the interaction between our employees and themselves.



# WINE & DINE SAFE & SOUND

When hunger strikes in, visit our digital menu and order online, pick up your order in no time! Restaurant is open for lunch daily from 12PM - 2PM and dinner from 6PM - 9PM. Let us find you the best seat with enough privacy to create intimate atmosphere while enjoying delightful dishes created from our open kitchen. Don't hesitate to enjoy extraordinary drinks from our bar or stick to all-time classics. Perfectly packaged late night snacks are available from the Market any time of the day or night.



Increased personal hygiene measures for all Food & Beverage and Culinary teams (gloves and masks, handwashing practices).



Adjust the floorplan to adhere to the 1,5m social distancing rules.

Our food preparation areas follow the strictest hygiene rules and disinfecting practices, furthermore all our chefs are required to wear facemasks, hair net and protective aprons.



Disinfecting operational systems that are shared between employees after every use.



Information board available on the screens at the public spaces and by the restaurant explaining the special measures.



Divide tasks between employees to avoid the same person doing serving and cleaning duties.

Compulsory usage of sanitizing stations for arriving and departing guests.



Following the guidelines of the government with the maximum capacity in our outlets.



Removed all equipment and decoration from the tables to limit cross contamination risks.



Digital menu to reduce the risk of cross contamination.

Maximum 2 people per restaurant table. A serving table is set up by every table to adhere to the social distancing rules between employee and guest when serving.



Limit or completely eliminate the usage of any shared items (salt and pepper shakers, pens, etc.).



Advising guests to use contactless payment.



Instructed all vendors and goods receivers to comply with the strictest hygiene regulations.

Disinfect credit card machines after every use.



Increased frequency for deep cleaning practices on the Restaurant floor and in the kitchen.

Separate bin is provided for PPE (personal Protective Equipment) of the employees.



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All-Inclusive Event Spaces for Corporate Meetings. We'll make everyone feel more than welcome in our flexible spaces, measuring a total of 388 square metres - perfect for corporate and executive meetings, training classes, group gatherings, wedding guests, social events or reunions. With the new layout we have made sure to host your event in a safe and healthy environment.



Disinfectant material for event participants is available.

At events single packaged items are provided for guests for breakfast and coffee breaks.



Reviewed capacity for all events spaces. An event table is set up to apply the social distancing rules between attendees.

All shared equipment (flipcharts, flipchart markers, remote controls etc.) to be disinfected before and after every use.



All shared items in the pre-function rooms are to be disinfected by the user pre and after usage (disinfecting material is provided for this by the item eg. coffee machine).






Pre-packaged coffee amenities available for the guests to limit the potential spread of the virus through guest-employee contact.



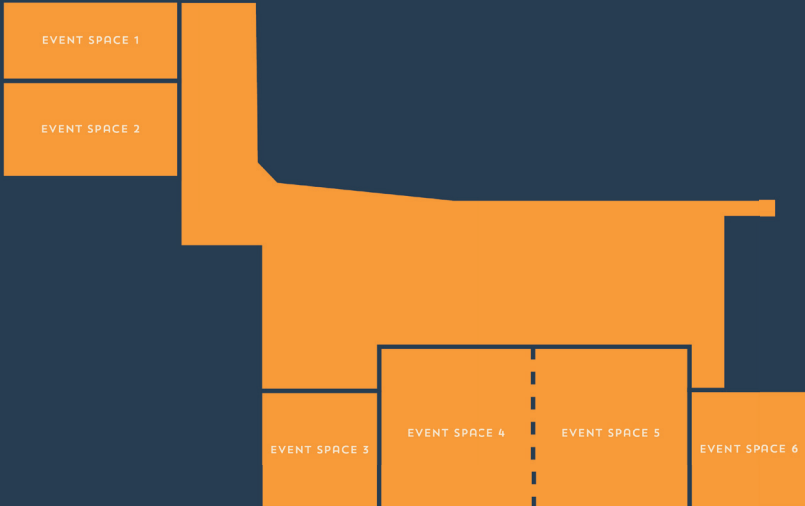
Soft drink fridges are disinfected before and after use.

A private dining space is available for groups laid out following the social distancing measures - Packaged lunch in take away boxes can also be available alternatively.



					
EVENT SPACE 1	10	20	11	8	10
EVENT SPACE 2	10	24	13	11	14
EVENT SPACE 3	8	12	8	6	8
EVENT SPACE 4	10	20	11	8	12
EVENT SPACE 5	10	20	11	8	12
EVENT SPACE 4 & 5	25	50	30	25	30
EVENT SPACE 6	-	-	-	4	-

\*These capacities are subject to change based on local laws, regulations and guidance, and the hotel's and Hyatt's policies



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