



## Stay healthy while travelling

### Safety & hygiene recommendations

We are delighted to welcome you back to our hotels. 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 a set of 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.
- 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.
- Public toilets may be closed. To minimize risks, we ask you to use the toilets in your hotel room.
- Luggage rooms are temporarily self-serviced.
- Public areas are cleaned frequently and we disinfect all critical touch points.
- Our elevators and public areas are equipped with disinfection tools.
- For your and or safety, we therefore kindly ask you to wear a face mask in public areas of the hotel.
- More information about the measures taken in the Promenade Healthclub & Spa, located in the Leonardo Royal Hotel Den Haag Promenade, can be found [here](#).



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#### Food & Beverage

- Our F&B areas are available in such a way that we maintain the 1.5-meter distance rule.
- We do not provide (breakfast) buffet service.
- In our hotels we serve breakfast via take away. Make sure to order your breakfast before 11pm for the next day at the reception. Breakfast needs to be consumed in your hotel room.
- Our restaurants/bars are closed. In some of our hotels it is possible to order lunch or dinner via take away. Ask for the possibilities at the reception desk. Food/drinks should be consumed in your hotel room.
- 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.



#### 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.



#### Meetings & Events

- Our meeting facilities are fully equipped in order to keep the 1.5 meter distance.
- 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.
- 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 and wish you a pleasant stay at Apollo Hotels & Leonardo Hotels.

