



## 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.



#### 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.
- Our breakfast offerings are served in such a way that contamination risks are at a minimum. (e.g. a la carte or room-serviced breakfast).
- To have lunch/dinner in our restaurant it is necessary to make a reservation in advance.
- 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.





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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.
- 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.

