



Together against COVID-19! All measures to prevent the spread of Covid-19 will remain applicable for some time to come.

The wellbeing of all our guests is of great importance. Therefore we worked hard to implement of measures, walking routes and work protocols. At all times we follow the guidelines and regulations from the RIVM, WHO and Utrecht Safety Region. Below you find the measures.

Do you have any questions? We will be more than happy to help you.

## What measures have we taken?

### Reception, lounge & employees:

- Employees regularly receive briefings on adapted protocols;
- Protective materials are available for guests and employees;
- We direct sick employees to stay at home;
- Hand disinfectants are available at various hygiene points throughout the hotel;
- Adjusted routing at hotel entrance to prevent guests from crossing each other at our reception;
- Interior changes in lounges & brasserie so that 1.5 measure can be handled;
- Decreasing recirculation of air and increasing the use of outdoor air;
- We closely monitor maximum occupancy in public areas and compliance with the 1.5 meter rule;
- Signing in accordance with RIVM advice;
- Cleaning frequency public areas and contact points have been increased;
- Access to the elevator up to one person, only multiple persons if the same household, all our rooms are accessible by stairs;
- Contact points are mostly shielded with plexiglass;
- We prefer electronic payments such as credit card, iDeal or via cell phone;
- Toilets are cleaned with great regularity, despite the increased cleaning we ask hotel guests to use the toilet in their room.

### Hotel rooms:

- Sharpened cleaning & hygiene policy with extra attention to contact points;
- Housekeeping and our technical departement only enters the hotel room if no guests are present;
- Adjusted do not disturb service, we do not allow rooms without cleaning for 24 hours;
- Hotel rooms are well ventilated daily, windows & balconies can be opened in all rooms for fresh outside air;
- We only work with professional cleaning and disinfection products.



## **Restaurant:**

- Table's are set up in 1.5 meters arrangements;
- We prefer reservations for lunch and/or dinner;
- Food and beverage facilities are in accordance with current food and safety recommendations;
- We ask guests to wait at the entrance of our restaurant, a Supervisor will accompany you to your table after you have asked the required questions;
- Please stay at the table as much as possible;
- Restaurant service is allowed within 1.5 meters to your table for serving and cleaning;
- Tables and chairs will be cleaned after your departure.

## **Swimming pool, sauna & fitness:**

- Sharpened cleaning & hygiene policy with extra attention to contact points;
- A time slot of 60 minutes can be reserved at the reception;
- A pre-programmed key must be picked up at reception 5 minutes before your time slot;
- We provide a towel set wrapped in plastic foil for a swimming or sports session;
- Fitness is accessible by time slot for persons of own household;
- The swimming pool, steam bath and sauna are accessible by time slot for a limited number of people.
- Solarium and whirlpools are open, tokens are sold at the reception;
- Lockers in the changing room of the pool are closed;
- Toilets and showers are open, we nevertheless ask you to use these facilities in your room;
- Dirty towels can be deposited in the laundry basket in the gym and changing room of the pool;
- There are disinfectants in the fitness area, you should clean each device before and after use.

**We look forward to welcoming you again!**