



SAFE STAY

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THE SET SAFE STAY - AKASHA HOLISTIC WELLBEING

GENERAL GUIDELINES

Guests and employees at The Set Hotels will follow the social distancing protocols of 1.5m throughout all areas in the hotel. Guest greetings (The Set Hotels greeting ritual) have been modified to comply with social distancing guidelines.

Upon arrival, a mandatory health screening questionnaire will be executed prior to entering the building, this may include a temperature check. Guests are only able to visit Akasha with a reservation for a timeslot. Access to the spa and wellness facilities are not part of the booking and cannot be used prior or after the treatment.

Cash payments are no longer accepted. There will be no fruits and nuts presented in the spa and gym areas in order to secure health and hygiene regulations. For all treatment packages that include lunch, lunch is served in the restaurant area of the hotel.

CHANGING ROOMS

A maximum capacity of two persons at the same time is allowed inside the changing rooms. The shower facilities in the changing rooms are out of order. There will be only a selection of lockers available. Changing rooms and toilets will be cleaned after every visit.

TREATMENTS

Guests are only able to visit Akasha with a pre-booked reservation for a massage or facial treatment. Certain treatments have been cancelled due to new regulations. We will coordinate the timeslots of all reservations in order to secure social distancing in the changing rooms and relaxation area. A confirmation call at the day of the reservation is done to ensure the wellbeing of the guests and to explain the procedure for arrival. We advise guests to arrive only ten minutes prior to their reservation. A mandatory health screening and questionnaire will be executed prior to every treatment, which may include temperature check.

We advise guests who have booked a body treatment to take a shower at home prior the appointment. We provide shoe covers to maintain the hygiene in the spa and are able to walk to the treatment area (the undressing will be in the treatment room). All therapists wear face masks and hand gloves during the treatments, which will be changed following each and every guest interaction. Prior to the start of every treatment, the guest and therapist are both requested to wash hands.

SPA FACILITIES

Hotel guests and Akasha members need to reserve a timeslot to be able to make use of the Akasha spa facilities. The timeslot is a total of 1 hour and 15 minutes, of which 1 hour is for the usage of the spa facilities and 15 minutes to change. A reservation for a timeslot can be made in the Akasha Virtuagym app or via our Akasha reception by phone, calling 2401 (internally from your hotel room) or +31 (0)20 5700 067.

There will be a maximum of four visitors at the same time allowed in the spa area; a maximum of two visitors in the swimming pool and two in the sauna or steam room at the same time.

Junior visitors from age 3 to 14 are welcome under guidance of an adult on Wednesday and Saturday on four different timeslots a day: 10.00am to 10.40am, 10.50am to 11.30am, 2pm to 2.40pm and 2.50pm to 3.30pm. Two children and four adults are allowed during these time slots.

Hand sanitizer stations are located around the pool. Signage is displayed to maintain social distancing. Lounge chairs around the pool will be disinfected after each use.

GYM FACILITIES

Hotel guests and Akasha members need to reserve a timeslot to be able to make use of the Akasha gym facilities. The timeslot is a total of 1 hour and 15 minutes, of which 1 hour is for the usage of the gym facilities and 15 minutes to change. A reservation for a timeslot can be made in the Akasha Virtuagym app or via our Akasha reception by phone, calling 2401 (internally from your hotel room) or +31 (0)20 5700 067.

There will be a maximum of six visitors at the same time allowed in the gym area. If you would like to combine a gym and spa visit, please make sure to reserve your timeslots upfront for both areas. We advise guests who have booked a time slot for the gym to arrive in sports clothing at the Akasha gym area, this is due to a maximum capacity of two persons within the changing rooms. Akasha staff will keep track of your timeslot in order to follow the procedures. They will inform you if your timeslot is about to end, and will advise you to complete your workout.

The location of the group classes is flexible, this can change from the Symphony Room in the hotel to the gym area or studio, depending on class capacity. Akasha will always make sure to put your safety and health first, so the available places may differ per location. Certain group lessons have been cancelled due to the new regulations.

In addition to our gym facility, alternative options such as virtual classes will be offered for guests who feel more comfortable with this. In the gym itself, staff will make sure equipment is cleaned after every use while we will also place basic equipment inside guest rooms upon request. Hand sanitizer dispensers and disinfecting wipes are available throughout the gym facility.

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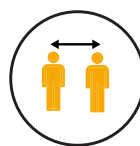
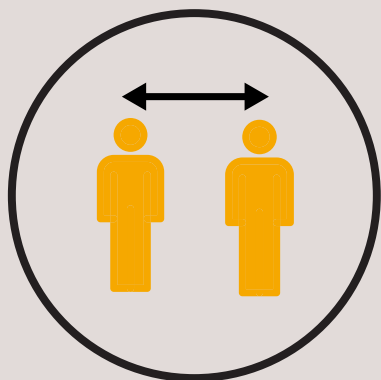
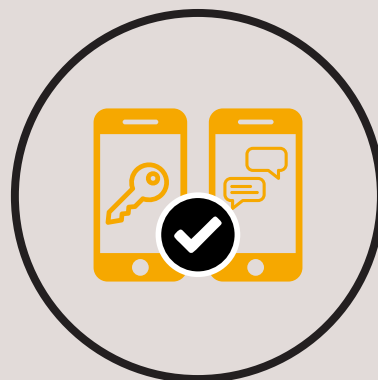
In order to safeguard the health and wellbeing of our guests and employees, we have raised our standards even further to meet the health and safety challenges presented by COVID-19. This document outlines 'The Set Safe Stay' including implemented changes at every step of the guest journey. We are committed to ensuring that you stay safe and well in all of our hotels. All standards will continue to be reviewed and re-evaluated regularly to ensure relevance and that they are based on the guidance of the World Health Organisation and local health and government authorities.

Throughout the pandemic, we have been updating our booking & cancellation policies in order to offer you as much flexibility as possible. This will continue and we kindly invite you to contact our reservations team should you have any questions or enquiries.



LET'S CONNECT

- Wherever possible we encourage guests to connect with us through touchless and contactless mediums.
- Whether via a phone call, messages or email, we are here for you before, during and after your stay.
- We will contact all guests within three days prior to arrival to discuss all elements of their stay with us.
- Information will be shared digitally when feasible, including invoices upon check-out.
- While face-to-face interactions may be more limited during your stay, we will remain as connected as always.



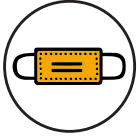
SOCIAL DISTANCING

- Guests and employees will follow the social distancing protocols of 1.5m throughout all areas of the hotel.
- Guest greetings (The Set Hotels greeting ritual) have been modified to comply with social distancing guidelines.
- Certain areas will be marked with signage to promote social distancing.
- Elevators may only be used by one guest room or one household at the same time.
- Our lobby lounge, restaurants and other public areas have been adjusted in order to promote social distancing.
- In order to welcome groups, seating capacities in event spaces are reorganized to meet social distancing guidelines.

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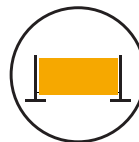
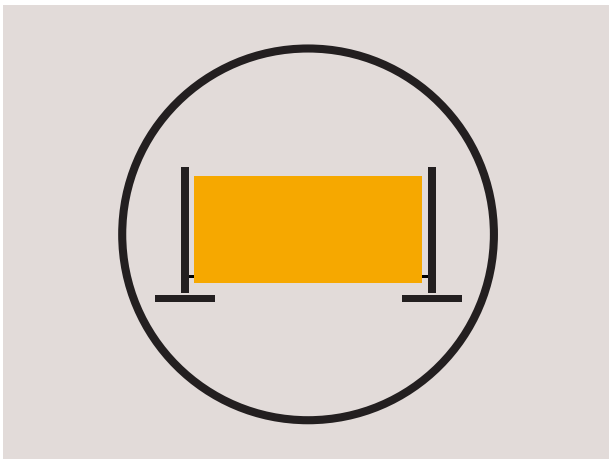
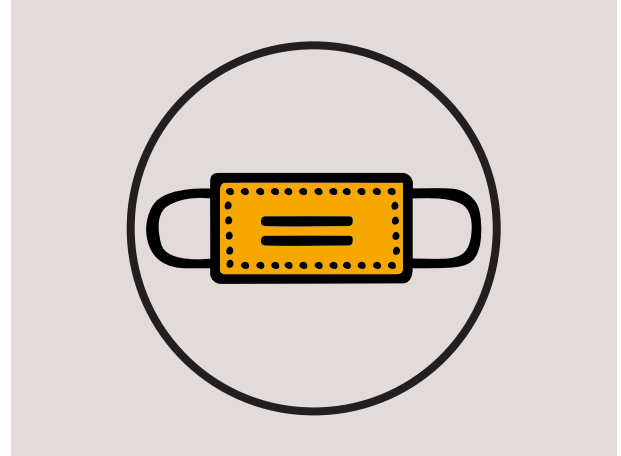
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PERSONAL PROTECTIVE EQUIPMENT

- Our employees throughout the hotel may, if they wish, wear a face mask as part of their uniform. Staff that are in direct contact with guest belongings (luggage porters, valet parking) and spa therapists will wear a face mask and gloves which will be changed following each and every guest interaction.
- Other personal protective equipment such as gloves, hand sanitizer and disinfectant wipes are available for all our employees.
- Personal face masks and additional amenity items such as hand sanitizer, disinfectant wipes and gloves, will be offered to guests where available.



PHYSICAL BARRIERS

- To maintain a safe distance and minimise contact, physical barriers have been installed in certain areas of the hotel.
- These include barriers such as transparent screens at desks so that, when necessary, our team can interact with guests in a safe manner.
- Where appropriate and possible, one way directions of movement may be in operation.



EXCEPTIONAL FOCUS ON HYGIENE & CLEANLINESS

- All of our employees follow strict rules for personal hygiene and have been trained to follow social distancing guidelines based on information from the World Health Organisation and local health and government authorities.
- There are hand sanitizing stations placed throughout all high-traffic areas, public spaces and back of house areas.



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CLEANING PROTOCOLS

- The cleaning of all guest rooms and public areas has been enhanced to adhere to World Health Organisation and local health and government authorities cleaning protocols.
- This includes more frequent and in-depth disinfecting of high-touch areas, while using the correct cleaning materials.



THE SET STAY: A RESPONSIBILITY WE SHARE

- We will do everything we can to safeguard the health and wellbeing of our guests and employees. We also know that we can rely on you, our guests, to help stop the spread of COVID-19 and ask that when staying with us, you follow our guidance when in and around the hotel.
- We have raised our standards even further in meeting the health and safety challenges presented by COVID-19. Thank you in advance for your assistance in keeping us all safe during your stay with us.



ENHANCED AND CONSISTENT TRAINING

- All of our employees have followed training in order to secure a safe and clean visit for our guests.
- This training is ongoing and consistently updated to ensure a dedicated focus from our employees when looking after the health and safety of our guests.



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HEALTH SCREENING

- The Set Hotels have implemented health screenings for all incoming guests and employees, which are mandatory by law.
- Prior to an arrival, we will contact our guests to ask about their wellbeing.
- Upon arrival, a mandatory health screening questionnaire will be executed prior to entering the building, this may include a temperature check.



HEALTH CONCERNS

- Should a guest or employee show any concerns around their wellbeing or symptoms of COVID-19, the hotel will respond immediately by following all current public health guidelines.
- Employees feeling sick must stay home. Those exhibiting symptoms will be required to self-isolate in compliance with local authority guidelines.