



SAFE STAY



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## THE SET SAFE STAY



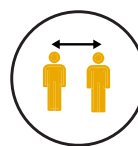
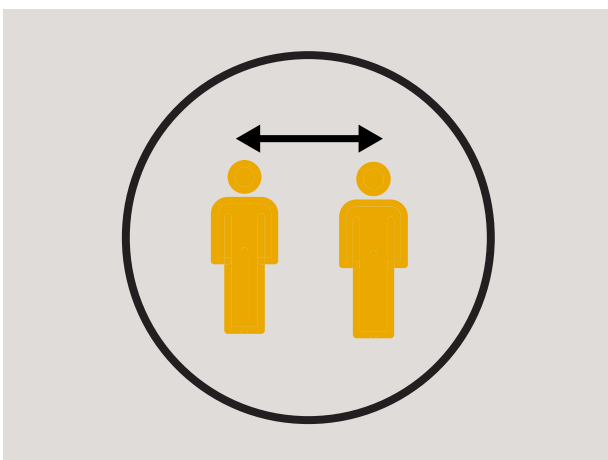
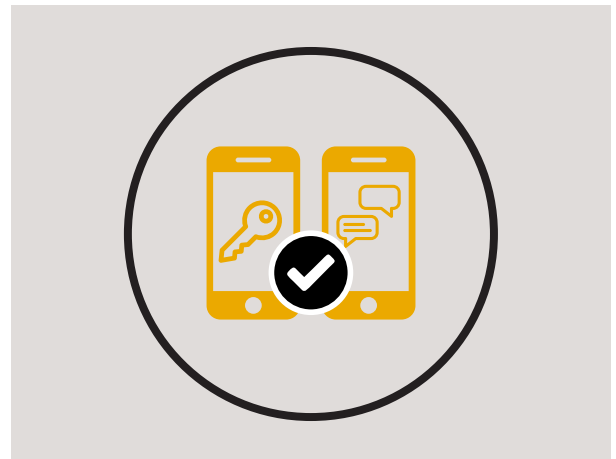
In order to safeguard the health and wellbeing of our guests and employees, we have raised our standards even further to meet the health and safety challenges presented by COVID-19. This document outlines 'The Set Safe Stay' including implemented changes at every step of the guest journey. We are committed 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.



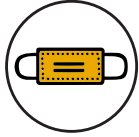
### SOCIAL DISTANCING

- 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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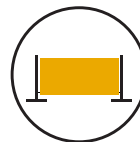
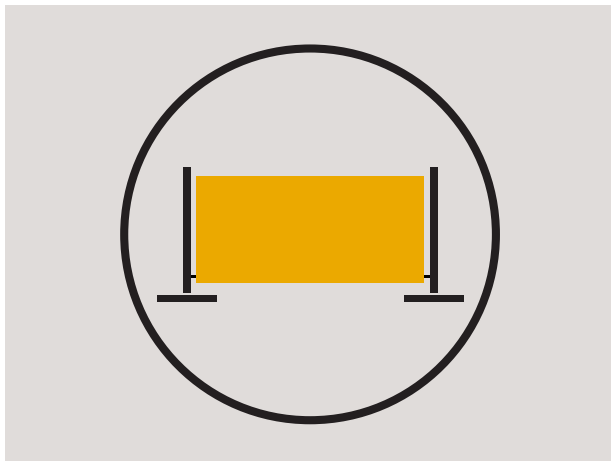
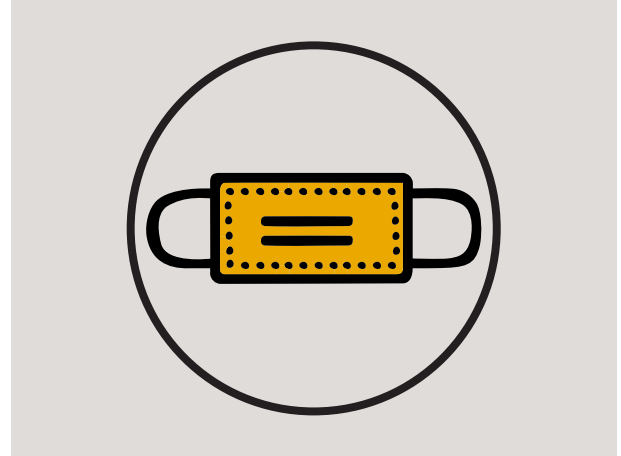
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### PERSONAL PROTECTIVE EQUIPMENT

- Our employees throughout the hotel 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.

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### GUEST ARRIVAL & DEPARTURE

Prior to arrival, we will contact our guests to inform them about the new health and safety measures in place at the hotel. They will be informed about parking options, the arrival process, how we handle luggage and if housekeeping service will be required during their stay. During this call we will also ask about the wellbeing of the guests. We encourage guests to provide the hotel with as much information as possible in order to reduce the amount of contact required upon arrival.

Guests arriving by car will be welcomed by our doormen whilst observing social distancing guidelines. A designated luggage porter wearing personal protection equipment is responsible for assisting with luggage and valet parking. The luggage porter will sanitize the car-key and have this ready for collection by our external partner who will then take the car to the car park. The driver from our external partner will be wearing gloves and a mask and will sanitize the steering wheel and gear-control. Upon return of the car, the driver from the external partner does the same and returns the car-key after sanitation in a sealed bag. The protective equipment will be changed after assisting every individual guest, and luggage trolleys will be cleaned and disinfected after each use.

Alternative check-out options are available and will be discussed with each guest accordingly prior to departure. Room keys can be dropped off at the reception desk in a special box or they can be left inside the guest room. Digital invoices will be promoted.

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### FRONT OFFICE

Guests will be requested to use hand sanitizer before check-in. Hotel staff will ensure that social distancing is carried out throughout the hotel. During the check-in process, distancing materials are implemented in both the reception and host department. Touching guest belongings will be kept to a minimum and cash payments are no longer accepted. The guest room keys will be disinfected by the receptionist before handing them over to the guests. Guests are able to take the elevator and an introduction video is available in the room to understand the room facilities and technical instructions. Guests will be informed on arrival about the main procedures in the hotel, instructions on housekeeping service and other hotel information.

Inside every guest room a sealed hygiene-kit is available including disposable masks, gloves, hand sanitizer and disinfecting wipes for the guests to use. Our staff members will only access the guest room for planned cleaning, following the agreed protocols and whilst the guest is not present in the room.

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### PAYMENTS

Cash payments are no longer accepted.

### GUESTS RELATIONS

Our host desk will move from the iconic white table in the lobby to the reception area allowing for 1.5m distance during all interactions as well as the installation of plexiglass partitions, which will be disinfected regularly. A virtual host service will be offered to minimize the social interactions, Confirmations and documentation will be shared digitally. Packages and tickets will be disinfected before handing them to our guests. Guests will be accompanied to their room respecting the 1.5m physical distancing guidelines and a video will be played inside the room to explain the hotel's facilities and technical instructions.

Guests who are interested in renting a bike can visit the host desk. The host will present the rental agreement which must be signed by the guest. Once the contract is signed, the host will walk the guest to the courtyard taking into account social distancing. The host will be wearing a mask and gloves while explaining the use of the bike, followed by sanitizing the bike key(s), the lock(s), handlebar(s) and brakes. Upon return of the bike(s) and key(s), the host sanitizes the key(s) and secures them in a sealed bag.

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### PUBLIC SPACES

Access to our lobby and lounge area is limited to our in-house guests and guests with a reservation for the restaurant, terrace, bar or spa. Our doormen and greeter will manage queues to promote social distancing and instrument the mandatory health screening. Hand sanitizer stations are available at all entrances and in key areas throughout the hotel, as well as disposable masks and gloves. Signage at the entrances and in the public spaces will communicate the social distancing protocols of 1.5m to our guests, visitors & colleagues. Our lobby seating will be adjusted to conform with the social distancing rules.

Only occupants of the same guest room or guests from one household are allowed to enter the elevator at a time. One of our staff members will control the lift buttons. Our staff will control the lift buttons from the lobby, every hour and we will keep hand sanitizer dispensers on every lift landing. Signage in and around the elevators will communicate social distancing rules and regulations. Elevators will be deep-cleaned on a regular basis.

We provide antibacterial soap and disposable paper towels as a standard in all public washrooms. Hand sanitizer stations are located outside the washrooms. Our staff will disinfect the entrance doors and doorknobs every hour. Entrance doors will be kept open to minimize touchable surfaces.

The Van Baerle Shopping Gallery is open and accessible via the Van Baerlestraat entrance. For more information about the measures taken in the shops and for opening hours, please contact the shops directly.

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### HOUSEKEEPING

Our housekeeping team will only access the rooms for planned cleaning and only when the guests are not present in the room. During the servicing we will not re-arrange the guests' personal belongings. Protective equipment will be worn by all room attendants and changed after each guest room has been cleaned. Each room will be cleaned with their own cleaning materials and not re-used for other rooms. To avoid entering a room, laundry will be picked up from outside the guest's room. All clothing, when allowed, will be washed prior to being pressed. All returned laundry will be delivered in a plastic cover for additional hygiene and placed on a trolley for the guest to pick up.

### RESTAURANTS & BAR

Guests are only able to visit our restaurants and bar with a pre-booked reservation. A confirmation call on the day of the reservation is done to ensure the wellbeing of the guests is checked prior to entering the hotel. The host of the restaurant will welcome guests and each guest is requested to use hand sanitizer upon arrival. The number of seats in the restaurants has been reduced to maintain social distancing guidelines set by the government. Wipes will be available for guests to sanitize their phone or (credit) card before using, no cash payments are accepted. In between shifts, all tables will be disinfected. The frequency of cleaning and disinfecting food and beverage service areas (front-and back of house) has been increased.

### IN-ROOM DINING

The in-room dining attendant follows the social distancing guidelines at all times. With each order, disposable condiments are used as much as possible. There will be contactless service for all in room dining deliveries. After each use, the room service trays will be disinfected.

### MEETINGS & EVENTS

All attendees of a meeting or event will be questioned for the mandatory health screening. The meeting room capacity is adjusted to maintain social distancing rules set by the government. In each of the meeting rooms and in common areas used for the meeting or event, hand sanitizer stations are provided. Food and beverage offerings throughout the day will be displayed in individual servings. The desk, work area, and equipment used during the meeting or event will be disinfected directly after each meeting or event.

In order to ensure guests' health and safety, the business centre is closed. Guests are able to work from their rooms or one of our staff

members will allocate a safe working space within the hotel. Tasks such as printing documents or the provision of stationary will be done by one of our staff members wearing disposable gloves.

### WELLNESS & GYM

In addition to our gym, alternative options such as virtual classes will be offered. 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. The gym will operate with time slots for its guests and members in order to promote social distancing.

Guests are only able to visit Akasha with a pre-booked reservation for a massage or facial treatment. We will coordinate the timeslots of all reservations in order to secure social distancing in the changing rooms and relaxation area. Showers will be temporarily closed. A confirmation call on the day of the reservation will be made to ensure the wellbeing of the guests and to explain the arrival procedure. A mandatory health screening and questionnaire will be executed prior to every treatment, which may include a temperature check. All therapists wear face masks and hand gloves during the treatments. Prior to the start of every treatment, the guest and therapist are both required to wash their hands. Changing rooms and restrooms will be cleaned after every visit. No cash payments are accepted.

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.

### EMPLOYEES

In order to ensure guests' and employees' health and safety, we have implemented guidelines and instructions around the hotel. All employees are trained in order to secure a safe and clean visit for our guests. We do a mandatory health screening for all incoming employees, which may include a temperature check. We have adjusted shift start times to promote social distancing amongst employees. Washing stations are installed at the employee entrance and hand sanitizers are provided throughout the staff hallways and working stations. Walking routes through the hotel are marked where possible and distancing measures are taken in the employee areas including the dining facilities and working spaces. There is an increased frequency of cleaning and disinfection in all common areas.