



SAFE STAY

CONSERVATORIUM
AMSTERDAM

CONSERVATORIUM

AMSTERDAM

THE SET SAFE STAY



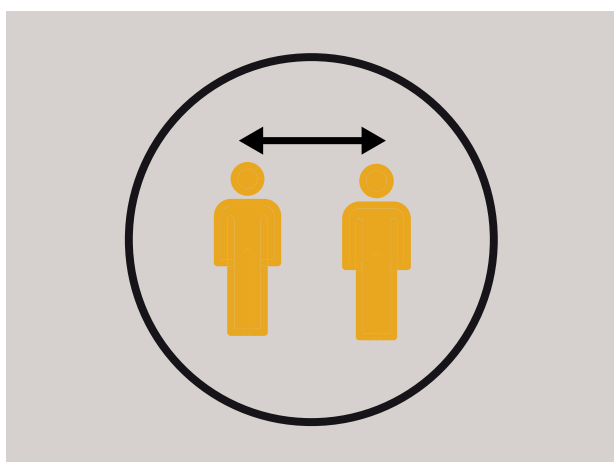
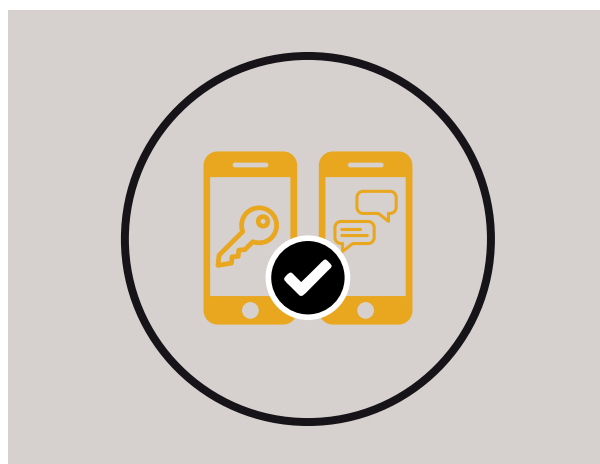
In order to safeguard the health and wellbeing of our guests and employees, we have raised our standards even further in meeting the health and safety challenges presented by COVID-19. This document outlines 'The Set Safe Stay' including implemented changes at every step of the guest journey. We are 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 continues 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, WhatsApp message or email, we are here for you before, during and after your stay.
- We will contact all guests three days prior to arrival to discuss all elements of your 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 ever.



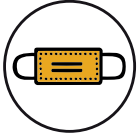
SOCIAL DISTANCING

- 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 guestroom 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 rooms are adjusted to meet social distancing guidelines.

CONSERVATORIUM

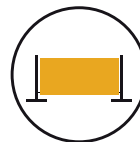
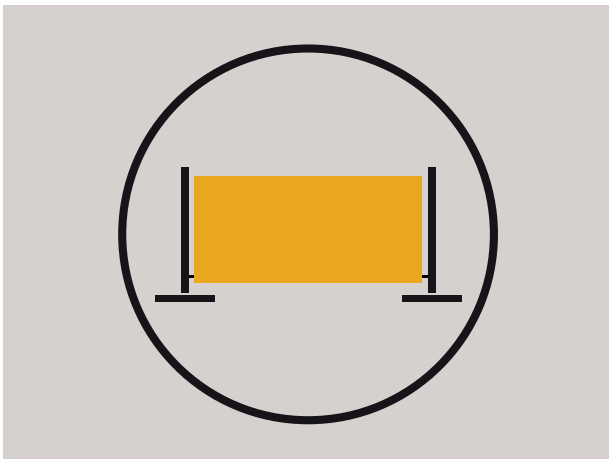
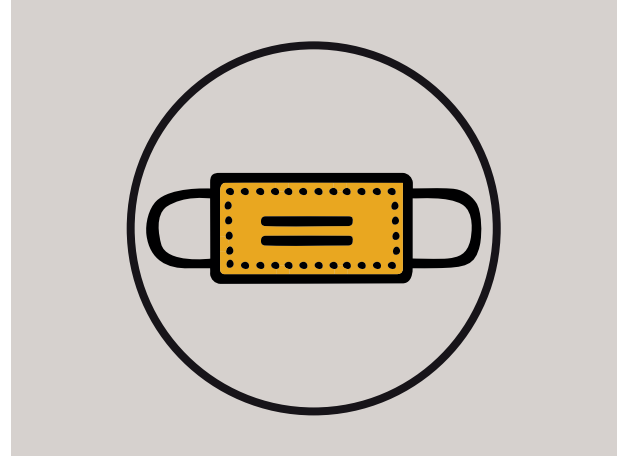
AMSTERDAM

THE SET SAFE STAY



PERSONAL PROTECTIVE EQUIPMENT

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



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 systems 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.



CONSERVATORIUM

AMSTERDAM

THE SET SAFE STAY



CLEANING PROTOCOLS

- The cleaning of all guest rooms and public areas have 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 to neutralise the Covid-19 virus.



THE SET PROMISE: 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 visit 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 when needed to ensure a dedicated focus from our employees when looking after the health and safety of our guests.



CONSERVATORIUM

AMSTERDAM

THE SET SAFE STAY



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.

CONSERVATORIUM

AMSTERDAM

THE SET SAFE STAY

GUEST ARRIVAL & DEPARTURE

Prior to an 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 possibilities, 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 to reduce the contact required upon arrival.

Guests arriving by car will be welcomed by our doormen whilst observing social distancing guidelines. A designated luggage porter wearing protective equipment is responsible for assisting with luggage and valet parking. He 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 at the reception desk in a special box or they can be left inside the guest room. Digital invoices will be promoted.

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 showed to their room with the respect of the 1.5 metre distance. 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 and an information letter is provided for further instructions on housekeeping services 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 guest(s) 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.

GUESTS RELATIONS

Our host desk will move 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, via webcam, will be offered to minimize the social interactions and confirmations and documentation will be shared digitally via QR codes. 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 by keeping social distance. The host will be wearing a mask and gloves during the bike explanation 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 keys and secures them in a sealed bag.

PUBLIC SPACES

The access to our lobby and lounge area is limited to our in house guests and guests with a reservation for the restaurant, terrace or bar. 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 one and the same guest room are allowed to enter the elevator at a time, one of our staff members will control the lift buttons. Our staff will sanitize the lift buttons 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. Lifts 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.

CONSERVATORIUM

AMSTERDAM

THE SET SAFE STAY

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 arrange personal guests 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 used for other rooms. After the rooms have been cleaned they will be sealed prior to the guests arrival. 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 enclosure for added hygiene and placed on a trolley for the guest to pick up.

RESTAURANTS & BARS

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 have 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 our restaurant we will have paper menus available, which will be destroyed after each use. In between shifts, all touchpoints on the table will be disinfected. The frequency of cleaning and disinfecting food and beverage service areas (front-and back of house) has been increased.

ROOM SERVICE

The in-room dining attendant follows the social distancing guidelines at all times. With each order, disposal condiments are used as much as possible. There will be a contactless service for all in room dining deliveries. After each use, the room service tray 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 served in individual servings. The desk, work area, 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 to perform these tasks.

WELLNES & GYM

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. 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 are not available for guest use. A confirmation call on the day of the reservation is done to ensure the wellbeing of the guests and to explain the procedure for arrival. A mandatory health screening and questionnaire will be executed prior to every treatment, which may include 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 requested to wash hands. Changing rooms and toilets 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 of employees. Washing stations are installed at the colleague 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 public employee areas including the dining facilities and working spaces. There is an increased frequency of cleaning and disinfection in all common areas.