

Dear guest,

As a valued guest of Crowne Plaza Maastricht, we appreciate the trust you place in us. Recognizing the ongoing uncertainty that coronavirus (COVID-19) is causing around the world, our highest priority is the health and well-being of our guests and employees. We follow the measures as set by the Dutch Government. With that in mind, we wanted to update you on the actions that we have taken in response to the outbreak.

### **1,5 METER SOCIETY**

Our entire hotel, including the restaurant, bar and convention rooms, is adapted to the new situation in which we have to make sure to keep 1,5 meter distance to other guests and employees.

- We have adjusted our cleaning program and frequency of cleaning
- All surfaces like door handles, lift buttons, front desk, toilets etc. will be disinfected regularly with anti-bacterial detergent
- Hand sanitizers are placed at several points in the public areas as well as in the toilets and in our restaurant and bar
- Newly created standard operating procedures for our staff for check-in, food & beverage preparation and service, hosting meetings and cleaning are created and our staff is trained accordingly
- Following up on measures for employees who have symptoms

#### Measures in the public area

- Signage is placed in to inform our guests off social distancing as well as clear walking way which is created by marks on the floor and posters
- Please keep the 1,5m distance
- Furniture is positioned in a 1,5 m setting

#### Measures for check-in

- Signage at the front desk area that informs guest of social distancing while waiting in line
- Protection screen are placed on the front desk
- Disinfection will be provided to our guests
- Our staff wears gloves
- There are 2 boxes for pens, one for used and one for new
- There is a box for used key cards
- Pin terminals will be sanitized after each check-in or check out
- The front desk will be sanitized after each moment of contact with our guests

#### Measures for use of elevators, toilets and the gym

- A maximum of 1 person is allowed in each elevator, in the toilet rooms and the gym 2 persons are allowed
- Extra cleaning and disinfection will be done on a daily base

#### Measures for cleaning in the guest rooms

- Our housekeeping staff will work with gloves
- No more than 2 employees will work on a floor
- Extra cleaning with disinfection detergent for all 'hand contact points' in the room
- Our remote controls will be covered in plastic which will be changed after each cleaning moment
- All housekeeping materials and carts will be cleaned and disinfected after each shift

#### Measures in our restaurant and bar

- Signage at the entrance that informs guest of social distancing while waiting in line before being seated
- The restaurant and bar are completely restyled in a 1,5 meter setting
- We serve all food and beverages on a dedicated table that will be cleaned after each serving

- Our breakfast is served on an a la carte base (a set continental breakfast and a menu with hot items to choose from)
- All our menu's, and other items on the tables as well as the tables and chairs will be cleaned and disinfected after each use
- A maximum of 4 guests per table
- Our employees wear gloves
- Pin terminals will be sanitized after each payment

Measures for room service

- Room service will always be served on a trolley
- Our employees will not enter the room
- After use, the trolley will be cleaned

Measures in our meeting spaces

- Our meeting rooms are set-up according to the 1,5m distance measure
- All furniture, stationary and AV equipment will be cleaned more frequent
- All our employees will wear gloves
- We have proved disinfection in all areas
- A clear walking way is created by marks on the floor and posters
- We will handle the coffee machine
- For all breaks we serve portion made items which will be placed on a buffet where the guests can take it
- For lunch we offer two options; a lunch package or a lunch platter which will be placed on a buffet where the guests can take it
- In each meeting room there will be 2 boxes for pens, one for used and one for new. All pens will be disinfected each day
- After each meeting the conference room will be cleaned and disinfected.

**DISCLAIMER**

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