

General guidelines Teaching Hotel

Version: 28th of August 2020

In the new reality, the 1.5 meter society, we as a training hotel are responsible for an environment where the guidelines of the RIVM (National Institute for Public Health and the Environment) are strictly adhered to. These include 1.5 meters social distance, an increased cleaning intensity, and wearing the right protective material. The guidelines apply to our guests, students, and employees.

To meet all guidelines, we have drawn up a specific protocol to realise a safe place to stay and work.

General regulations

- Only visit us when you have no corona-related health problems (these include a cold, runny nose, sneezing, sore throat, cough, or fever).
- Keep at least 1.5 meters distance. Walking routes and seats make this possible, provided everyone participates.
- Wash your hands regularly and thoroughly with water and disinfectant soap and / or gel. Disinfection dispensers are available at various places throughout the hotel. Dry your hands well with paper towels. Do not touch door handles etc. afterwards.
- Cough and sneeze inside your elbow.
- Wash your hands after using tissue paper.
- Do not shake hands or make any other physical contact.

Specific regulations

Hotel guests

- We ask 1 person per reservation to check in.
During check-in, you can indicate your wishes. Please consider the following beforehand:
 - Whether you wish to have breakfast. If yes, at what time and where (in our restaurant or in your room).
 - Whether you wish to have dinner. If yes, at what time? We serve a varying menu.
 - The cleaning of your room. Do you want a complete cleaning or just a change and addition of towels and amenities? This to avoid contact.
- You will be able to review the invoice online before checking out. This way we limit contact at the reception desk.
- Preferably pay by pin or contactless.

Restaurant and Bar

Our restaurant and bar are open to both hotel guests and external guests upon reservation. Our terraces will also be opened when the weather allows this.

- We welcome our guests only upon reservation, and seated at a table.
- Please wait at the indicated place until our student guides you to your table.
- Keep 1.5 meters distance, both to other guests and our employees.
- Maximum 4 persons per table, unless you belong to the same household. If not, keep a distance of 1.5 meters.
- Please only pay by pin or contactless payment.
- Because of the distance, we may find it more difficult to provide the service you have come to expect from us: *please wave if you need anything!*

Meetings

Our meeting rooms are at your disposal in limited form and only by reservation via salesteachinghotel@zuyd.nl. Please note the following:

- We welcome a maximum number of guests per room. This varies per room.
- Stay in the room, only leave the room if necessary.
- Keep 1.5 meters distance. Both to our employees and to your company.
- Catering in the room is offered on an individual basis.
- If you need something, our employee can be reached by telephone. Your order or question will be answered at the door.

Accessibility

Everyone is requested to come to the hotel on their own as much as possible. The general rules as described above (1.5 meters distance, no large gatherings, etc.) already apply at our car parking and in the bicycle sheds.

If you travel by public transportation, an adapted timetable could apply. Information about this can be found on the websites and apps of NS and Arriva and at www.9292.nl. Also avoid group forming at the train station and at the bus stop.

Do you have any questions?

Do not hesitate to contact us. We can be reached through the following channels:

- By mail via: frontofficeteachinghotel@zuyd.nl
- By telephone via: (+31) 043-3528282
- Via the front office desk