

Safe meetings and safe hotel visits: 1.5-meter Protocol Postillion Hotels Nederland

In order to be able to meet each other safely, Postillion Hotels Netherlands has created a protocol for overnight stays which complies with social distancing. This protocol applies to hotel guests at Postillion Hotels, based on the shared responsibility of the visitor and the location to comply with established safety and hygiene measures. The protocol contains commitments that employees of Postillion Hotels will adhere to in order to guarantee the safety of guests and employees at all our locations.

Protocol Meetings (participants)

Masks

The safety and health of guests and employees come first for Postillion Hotels. That is why we ask our guests and employees at all our locations to wear face masks in common areas (lobbies, foyers, bars, restaurants & toilets).



Venue capacity for participants & employees per venue

1. All our venues have calculated their maximum capacity based on the number of square meters available in meeting rooms, taking into account the necessary distance of 1.5 meters between persons.



Registration

Upon entry, guests are asked to register. This can be done either via an online registration/check-in or via a registration form that will be available at the reception. These details will only be used for a possible source and contact investigation by the GGD and will be destroyed after two weeks.



General Cleaning and Hygiene measures

1. Meeting rooms will be cleaned during every break: Tables, armrests and doors will be disinfected, as well as touched audiovisual materials.
2. Cleaning of toilets and public areas will be intensified if needed.



Boarding Pass Postillion Hotels

1. In order to regulate visitor flows during meetings and to further safeguard the health and safety of its visitors Postillion Hotels has introduced a system of Boarding Passes for meeting participants. For this system to work properly we ask for cooperation of guests and bookers.
2. Every participant will receive a boarding pass prior to a meeting, containing:
 - a. Name of participant
 - b. Requested arrival time of participant
 - c. Appointed entrance
 - d. Appointed meeting room
 - e. Appointed toilet area
 - f. General health and safety instructions



Parking

1. Parking facilities at Postillion Hotels offer ample space for participants to keep at safe distance from each other. Participants themselves are responsible for respecting the necessary distance as they would be in public areas.
2. During expected peak moments of visitors in parking areas we will consider appointing designated parking spaces. We will also consider using parking guards to guarantee a smooth and safe process for participants.
3. Appointed entrances will be communicated at large screens throughout the parking areas.



Entrances & Exits

1. Separate entrances will be created for entering and exiting guests.
2. At entrances and exits one-way walking lanes will be shown through clear lines on the ground.
3. At every entrance a meeting host will welcome participants and remind them where needed of keeping distance, and will show participants the easiest way to reach their appointed meeting rooms.
4. On entrance all participants will pass a hygiene station where they are requested to clean their hands.
5. Participants are requested to show their boarding pass upon entering the venue.



General Areas (Foyers, Bars, Restaurants & Lobbies)

1. Spaces with permanent set ups will be rearranged so that participants can sit and stand at 1.5 meter distance from each other.
2. Throughout the venue walking lanes will be shown through clear lines on the floor, especially in areas where keeping distance might be challenging.
3. Depending on the venue we will arrange a one-way traffic system throughout the entire venue, so participants won't need to pass each other anywhere.
4. We will remind participants of general hygiene & safety measures via large signs throughout the venue (wash hands and keep distance).
5. In general areas participants are responsible for their own behavior as they are in public spaces.



Restrooms

1. The maximum number of persons that can be present in one toilet area will be appointed by every separate hotel or venue.
2. If needed hotel room toilets will be added for meeting use in order to expand toilet capacity.
3. Breaks will be planned by organizer and venue in such a manner that unnecessary queues at toilet groups can be prevented. A degree of flexibility of organizations in planning breaks in their programs is needed.



Safety in Meeting Rooms

1. At the start of every meeting a general safety instruction will be shown (on screen) to emphasize general hygiene and safety instructions.
2. Participants of small meetings will deliberate among themselves on how to safely enter and exit their meeting room. During larger meetings and conferences (during which we will work with chair numbers) a meeting host will give instructions on how to safely enter and exit.
3. In every meeting room hygienic stations will be placed in order to be able to wash hands and clean used materials where needed.
4. For every participant there will be a bottle of water and a glass.
5. Coats and bags will be taken into the meeting rooms by participants as much as possible.



Breaks & Lunches

1. If possible breaks and lunches during a meeting will take place separately from other meeting breaks and lunches. This requires flexibility in planning on both sides (hotel and organization).
2. Brainfood & Smoothies will be placed at buffets outside the meeting rooms.
3. At every Coffee station cleaning materials will be available for participants to clean the coffee machines before use.



Protocol Hotel guests

A hotel stay is often individual or with a small number of family members/friends, so the composition of the guests in each room is the responsibility of guest themselves.

Arrival at the hotel

1. Parking facilities at Postillion Hotels offer ample space for guests to keep at safe distance from each other. Guests themselves are responsible for respecting the necessary distance as they would be in public areas.
2. During expected peak moments of visitors at parking facilities we will consider appointing designated parking spaces. We will also consider using parking guards to guarantee a smooth and safe process for participants.
3. Hotel guests will use the main entrance of the Hotel.
4. On entering the hotel all guests will pass a hygiene station where they are requested to clean their hands.



Check-in procedure

1. We ask guests to make use of appointed standing areas at the check in desk in order to guarantee the necessary distance.
2. Key cards will be placed on the desk by employees from which guests can take them before going to their rooms.



Cleaning of Hotel Rooms

1. The cleaning of hotel rooms will take place in the normal manner. Thorough.



Dinner & Breakfast Buffets

1. Hotel guests and visitors can make use of our restaurant facilities.
2. Restaurant set up will be rearranged in order to guarantee a safe distance between guests. This of course diminishes the total capacity. For breakfast and dinner, we recommend to reserve your table in time.



Bicycle Rent

1. Postillion Hotels will arrange hygienic materials in order for guests to clean their rented bicycles before use.
2. Guests can collect keys at the front desk.



Policy adoption

1. Based on the measures laid out by the Dutch government, this protocol will be in force until further notice.
2. If the current measures are extended, we will extend this protocol for the same length of time.

