

Dear guest,

We are delighted that you are staying with us at Novotel Amsterdam City.

Please rest assured that your health and the health of our staff and partners is our top priority. Hygiene has always been essential to us, however, we have put more rigorous safety standards in place in order to provide you with a pleasant stay.

In this challenging time, it all comes down to trust. Trusting us to make sure that you are safe and taken care of from the moment you step into our hotel. This means following strict protocols when it comes to cleaning the public areas, your room, preparing your meals and assisting you as our guest. But it is also trusting you that you will keep your distance and wash your hands regularly. If you are feeling unwell, please inform the reception and stay in your room.

Accor has been prioritizing the safety and wellbeing of our guests and employees on a daily basis for more than 50 years. High standards of hygiene and cleanliness are already a given in all our brands, and to ensure that all our hotels comply to the highest standard of cleanliness Accor started a collaboration with Bureau Veritas.

Bureau Veritas is a world leader in testing, inspection and certification and operates in various sectors. With their expertise, we were able to establish enhanced protocols for disinfection.

In this package you will find an overview of the rules and regulations in the hotel. Due to the recommendations and restrictions from the government, the hotel runs limited services. Please read this document carefully.

In order to view the restaurant and room service menu, please click on the link below.

[Restaurant menu – Nederlands](#)

[Restaurant menu – English](#)

We kindly remind you that room service is not the same as what you are used to. Due to the governmental restrictions, we are only allowed to serve you via a takeaway concept. This means that your order is delivered to your door in a paper bag.

All non-essential items that are challenging to clean due to Covid-19 regulations have been removed from the room. Which means that, for example, we have removed the telephone. You can reach out to us via WhatsApp on the following numbers:

- Housekeeping or reception +31 20 541 11 23
- Restaurant +31 20 431 36 43
- Room service +31 20 431 36 46

We hope you will enjoy your stay with us as much as we enjoy having you in our hotel. If you have any questions about the rules and regulations or if we may assist you with anything else please feel free to contact us at the reception.

Stay safe and enjoy!

Warm regards,

Ad Hoondert

General Manager



## Hotel Information, Rules and regulations

In line with the government recommendations and regulations, our hotel is operating with reduced services. Therefore, we would like to inform you again about our current services, rules and regulations:

- Please register your car at the reception.
- Everything purchased during your stay, in the restaurant or bar must be settled with a credit card or debit card as cash is not accepted for hygienic reasons.
- We do not sell any alcohol after 20:00.
- Wearing a facemask in all public areas of the hotel is mandatory.
- Only fast check-out is available, please leave your room key in the designated check-out box in front of the reception near the exit. Your invoice will be sent to you via email the evening prior to check-out, please take the time to review your invoice carefully. If you have questions about your invoice, please contact the front office.
- Our hotel gym temporarily closed.
- The restaurant is temporarily closed. You are allowed to order food for take-away, which we can also deliver to your room.
- Breakfast is available by ordering a take-away breakfast box. This can either be picked up at the restaurant or can be delivered to your room. The price for the breakfast box is 12EUR. Times for breakfast are 7:00 to 10:00. Placing your order to be delivered to your room is possible until 22:00 the night prior.
- Our STACH shop is open throughout the day and offers a variety of snacks and beverages for take away.
- Dinner is also available by ordering it for take-away. We can deliver this to your room upon request. Please click on the link in this document to review the menu.
- All take-away food cannot be consumed in the public areas of the hotel and are only to be consumed in your hotel room.
- Your room will not be serviced if you are present in the room. Our housekeeping staff will only enter your room once you have left in order to avoid direct contact.
- Upon check-in you were asked if you wanted to have your room serviced by housekeeping during your stay. If you opted for this choice, please be informed that we will not change the linen during your stay nor vacuum the room, this is to avoid the spreading of bacteria. Your room is cleaned following an enhanced protocol which puts emphasis on the touching surfaces in the room.
- As all non-essential items have been removed from the room, please inform our reception team if you miss something so we can assist you and have it brought up to the room.
- During the night the entrance will be locked for your and our safety. There is an intercom system in the exit of the hotel, therefore, we ask you to make use of the exit during the night if you want to enter the hotel.



## Hotel routing

