

DE L'EUROPE

AMSTERDAM

Dear Guest,

We are especially delighted to be able to welcome you to the De L'Europe Amsterdam hotel. We hope you will enjoy all the good things that *Original Amsterdam Luxury* has to offer.

Please be aware that your health and well-being will be our top priority during your stay. In this protocol, we would like to take the opportunity to inform you about the social-distancing measures we are taking in order to guarantee this. We would also like to ask for your cooperation in observing these measures and the rules of conduct associated with them. This will enable us to work with you to make your stay and that of your fellow guests as safe and pleasant as possible.

The protocol has been compiled according to the hygiene rules for hotels and hospitality issued by the Dutch National Institute for Public Health and the Environment (RIVM).

We wish you a very pleasant stay,

De L'Europe Amsterdam

DE L'EUROPE AMSTERDAM PROTOCOL

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INTRODUCTION (GENERAL PRINCIPLES)

- 1 This protocol is made up of several sections and contains measures that apply to:
 - Staff
 - Guests
 - Suppliers
- 2 The basic aim is to ensure that any measures are clear and manageable for both of the aforementioned parties;
- 3 Staff, guests and suppliers will abide by the guidelines set by the RIVM and the Dutch government;
- 4 De L'Europe Amsterdam cannot be held liable if guests exhibit behaviour that contravenes the protocol and/or the 1.5-m social-distancing rules that apply;
- 5 The basic aim is a managed opening of activities and the prevention of large (or excessive) numbers of guests;
- 6 De L'Europe Amsterdam will ensure that measures and rules of conduct are visible:
 - At all entrances
 - In all public areas
 - In all restaurants and bars
 - On the terrace
 - On the website www.deleurope.com

1 PROTOCOL PROVISIONS

1.1 General guidelines for De L'Europe Amsterdam:

- 1 De L'Europe will ensure that its staff are instructed on additional hygiene measures and will supervise the observance of them;
- 2 De L'Europe will provide its staff with the necessary hygiene materials/equipment;
- 3 De L'Europe will make every effort to ensure that all persons both inside and outside the hotel and in our bars and restaurants observe the 1.5-m social-distancing rule as far as possible;
- 4 Social hygiene rules will be observed at all times;
- 5 De L'Europe will ensure maximum operational hygiene in the hotel rooms, kitchen, sanitary facilities, payment terminals and all public spaces.

1.2 General guidelines for De L'Europe Amsterdam staff:

- 1 Work will be done from home if the nature of the work permits this;
- 2 On arrival, wash your hands immediately with soap and water for 20 seconds;
- 3 Do not shake hands;
- 4 Cough and sneeze into the crook of your elbow and use paper tissues;
- 5 Stay at home if you have a cold and/or flu symptoms;
- 6 Explain the hygiene rules and procedure for serving and clearing the table to guests when taking their order;
- 7 As far as possible, keep a distance of 1.5 m, both in areas reserved for De L'Europe staff only and in areas where there are guests;
- 8 If colleagues or guests are not observing the rules, draw their attention to this.

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1.3 General guidelines for De L'Europe Amsterdam guests:

- 1 Keep a distance of 1.5 m from other guests and staff. Exceptions:
 - A. as a maximum, two persons are permitted to sit at a table, unless it concerns a joint household made up of more persons.
N.B. In accordance with the local/regional emergency decree in place, another maximum number of persons may be permitted (fewer or more), in which case the provisions of the emergency decree will apply.
 - B. no more than two persons are permitted to sit or stand at the bar, unless it concerns a joint household made up of more persons.
NB: In accordance with the local/regional emergency decree in place, another maximum number of persons may be permitted (fewer or more), in which case the provisions of the emergency decree will apply.
 - C. on the terrace, only seating is permitted.
- 2 If you have a cold and/or flu symptoms, you must stay at home;
- 3 De L'Europe Amsterdam is permitted to deny you access to the hotel, restaurant or bar if we suspect that you are suffering from a cold and/or flu symptoms;
- 4 Always follow the instructions of De L'Europe staff;
- 5 When entering, wash your hands thoroughly with disinfectant gel;
- 6 Wash your hands thoroughly after visiting the toilet;
- 7 All payments must be contactless (with pincard or mobile);
- 8 If you do not observe the 1.5-m social-distancing rules set by De L'Europe and/or the applicable government 1.5 m rules, you may be denied access to the hotel, restaurant or bar. De L'Europe is entitled to recover any damages from you if these are incurred because you failed to observe the rules.

1.4 General guidelines for De L'Europe Amsterdam suppliers:

- 1 Keep a distance of 1.5 m from the employees who receive the goods;
- 2 Do not enter with cold and / or flu complaints;
- 3 Unload the goods and place them in a designated place including packing slip and distance yourself 1.5 meters away from this place;
- 4 Inform the employee about the measures you take as a supplier to prevent contamination.

1.5 Monitoring compliance of protocol:

- 1 The safety of guests, employees and suppliers is central to our protocol rules.
- 2 Sufficient employees have been appointed who are responsible in the compliance of the protocol and pro-actively monitor this.

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2 SPECIFIC RIVM AND KONINKLIJKE HORECA GUIDELINES

Below are the specific guidelines for De L'Europe Amsterdam issued by the RIVM and Koninklijke Horeca Nederland, the trade organisation for the hotel and catering sector.

Restaurant	<p>In order to guarantee an effective flow of guests, in all its restaurants and bars De L'Europe will:</p> <p>On arriving</p> <ul style="list-style-type: none">• Work exclusively on the basis of reservations.• Contact guests one day in advance for a courtesy phone call to assess any health risks. If any are identified as unwell, a reservation will be cancelled.• Accompany guests to their reserved table.• Apply markings to enable distancing between guests to be guaranteed.• Ask guests to use disinfectant gel to wash their hands. <p>On leaving</p> <ul style="list-style-type: none">• Ask guests to use a different door than the one through which they entered. <p>De L'Europe will also ensure:</p> <ul style="list-style-type: none">• A minimum distance of 1.5 m between tables.• That a maximum of two persons are allocated to one table, unless the group is made up of a single household.• That tables, chairs and menus are cleaned before use.• That only debit and credit card payments are accepted.
Kitchen	<p>Workplaces must be at a distance of 1.5 m from each other. Exceptions:</p> <ul style="list-style-type: none">• If an effective, physical separation can be created between workplaces, for example by means of a (temporary) wall or panel or PVC screen.• De L'Europe will also ensure that staff have a daily discussion about their health with the employer before starting work and are found to be healthy. <p>The basic principle here is smart distancing.</p> <p>De L'Europe will ensure there are no cross-lines in the kitchen, in order to prevent colleagues coming within a distance of 1.5 m of each other.</p> <p>Staff will wash their hands at least every 30 minutes, in accordance with the RIVM guidelines.</p> <p>Work surfaces will be cleaned every hour.</p>
Hotel rooms	<p>The provision of accommodation is permitted; for breakfast, lunch and dinner, the restaurant conditions stated above will apply for hotel guests. Room service is also permitted.</p> <p>De L'Europe will provide sufficient space at the check-in desk and hotel lobby in order to ensure that guests can keep sufficient distance from each other.</p> <p>Housekeeping will only enter rooms if there are no guests in them.</p>
Terrace	<p>The following restaurants and bar have a terrace: Graziella, Marie sur l'Eau and Freddy's. On all three terraces, only seating is permitted. Guests must always make use of the designated tables and chairs.</p> <p>The same rules that apply for restaurants and bars will also be enforced on the terrace.</p>

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3 ADDITIONAL MEASURES

The following are additional measures that De L'Europe Amsterdam is taking:

3.1 General additional measures for De L'Europe Amsterdam:

- 1 All main entrances and entrances to toilets will be equipped with disinfectant units.
- 2 Face masks and gloves can be obtained from reception at a charge.
- 3 Breakfast can only be ordered à la carte.
- 4 The door handles of the main entrance and public sanitary areas will be disinfected every 30 minutes.
- 5 All restaurants, bars and desks will be equipped with disinfectant gel.
- 6 All desks and bars will be fitted with hygiene screens.
- 7 The lift must not be used by more than one person at a time unless this concerns people staying in the same hotel room.
- 8 The handles of luggage handed in for storage will be disinfected.
- 9 Personal property handed in for storage will need to be placed by the guest into the plastic bag provided by De L'Europe.
- 10 Used utensils will be disinfected.

3.2 Additional measures for De L'Europe Amsterdam staffs:

- 1 Staff will be screened based on body temperature.
- 2 Reception staff, concierges and outdoor door staff will be provided with gloves.
- 3 Kitchen staff will be provided with face masks and gloves.
- 4 Staff will be asked to arrive at work already in uniform as far as possible.

3.3 Additional measures for De L'Europe Amsterdam guests:

- 1 Hotel rooms will be equipped with disinfectant gel.
- 2 All utensils in the room will be cleaned and disinfected.
- 3 Room service orders will be brought to the door and, if desired, placed in the room at an appropriate distance of 1.5 m.

4 POSTSCRIPT

This document was compiled based on the guidelines published by the RIVM and Koninklijke Horeca Nederland.

The aim of this protocol is to provide guidance to guests and staff on how to act.

In the event of government changes to the coronavirus guidelines, De L'Europe Amsterdam will make any necessary amendments to the above protocol.

