

# PULITZER

## AMSTERDAM

To ensure a safe environment for our guests and our Pulitzer Ladies & Gents, we have evolved our guest experience to reflect all the necessary 'new normal' measures and precautions, while maintaining our commitment to hospitality excellence.

## General FAQs

### HOW WILL THE HOTEL MANAGE TO MAINTAIN THE 1.5 METER DISTANCE IN PUBLIC AREAS?

We have placed clear signages with instructions and routing throughout the hotel. Outlet capacity limits are in place to maintain social distancing. We will have glass barrier screens available at the main desks, concierge desk and at all venue host points.

### WHAT IS THE CLEANING POLICY OF THE PUBLIC AREAS THROUGHOUT THE HOTEL?

Our Public Area team is present at all times to ensure toilets and high traffic areas are cleaned according to strict procedures and checklists. This is supervised and signed off by the management team. In all public toilets a cleaning log will be displayed.

### DOES THE HOTEL PROVIDE HAND SANITIZERS?

Hand sanitizers are provided for guests in public spaces. Alcohol wipes are provided in the rooms.

### IS THERE ACCESS TO PERSONAL PROTECTIVE EQUIPMENT?

Masks & gloves are worn by certain staff members who are frequently in close contact with guests.

### HOW DO YOU ENSURE THAT GUESTS AND STAFF ARE HEALTHY?

A verbal health check is done with all our guests and staff. As per GDPR guidelines, fever screening is not allowed. Thermometers are available upon request. If a staff member is experiencing cold or fever symptoms, he or she is not allowed to work. If a guest is experiencing cold or fever symptoms, a doctor will be available.

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### **WILL THE STAFF BE TRAINED?**

Before reopening of the hotel, our staff is trained on the new hygiene measures and new procedures in the hotel. Each staff member is trained in person and will follow e-learning courses on the new measures. This training will be re-evaluated and updated according to the evolving guidelines of the National Institute for Public Health and the Environment (NIPHE).

### **HOW ARE THE GUESTS INFORMED ABOUT THE 'NEW RULES'?**

Prior to arrival, guests are informed about the new regulations via confirmation email, pre-arrival email, on our website and verbally via our staff. Upon arrival, guests will receive the 'new rules' in their check-in package and there will be clear signage with information on all the taken measures.

### **CAN I MAKE USE OF VALET PARKING?**

Valet parking will not be offered until further notice. Guests are instructed to park their own cars with guidance from porters.

### **IS IT POSSIBLE TO PAY CONTACTLESS?**

Throughout the hotel and its F&B outlets, it is possible to pay contactless with all types of cards or phone.

### **CAN I USE THE PROPERTY'S ELEVATOR?**

Guests can make use of the elevator; either one person is allowed in the elevator or it is allowed for guests to share the elevator with the person they are sharing the room with. There's one elevator assigned to staff to maximize social distancing.

### **HOW DO WE ENSURE A 5\* EXPERIENCE?**

We focus on improved health and safety measures to assure our guests can enjoy a safe stay. Furthermore, we will do our utmost to keep our services as personalized as possible by listening to our guest's preferences. Guests are advised to contact the Guest Experience team to make the most out of their stay.

### **WHAT IS THE SAFEST WAY TO GET TO THE HOTEL?**

Travel by own transportation, or let us organize your transport via one of our preferred suppliers. Note that limited parking spaces are available - please contact us if you'd like to reserve a parking space.

## My stay at Pulitzer FAQ

### HOW DOES THE HOTEL MAINTAIN A SAFE CHECK-IN AND CHECK-OUT PROCEDURE?

We have done everything to minimize contact between guests and staff during these interactions. A coordinated arrival experience is in place with prepared 'welcome pack' including registration card, pen, alcohol wipes, express check-out card, Health & Safety guidelines card, city map and hotelmap. An express check-out procedure is encouraged to speed up the departure process and avoid queuing in the lobby area. Guests can check their invoice on the television in their room. Upon departure, guests can drop the filled-in express check-out form and room keys in the 'express check-out box' in the lobby.

### WHEN WILL HOUSEKEEPING DEEP CLEAN MY ROOM?

We will ask all our guests if they prefer Housekeeping service during their stay and will coordinate the timing according to the guest's preferences. Rooms are only serviced if guests are not present in the room.

### WOULD IT BE POSSIBLE TO ESCORT ME TO MY ROOM?

Room escorting and luggage handling will only be offered upon guest's consent and luggage handles are disinfected with alcohol wipes. Trolleys are disinfected after each use. Guests who are not escorted to their room, will receive a courtesy call 10 minutes after check-in to offer an explanation of room features.

### HOW DO YOU DEEP CLEAN MY ROOM?

We have revised our cleaning protocols according to Dutch Government Guidelines and work with professional cleaning products supplied by Diversy.

### HOW WILL A GROUP CHECK-IN GO SAFELY?

We would like to receive the estimated arrival time of the group or part of the group to ensure a speedy and safe check-in. A private area will be available upon arrival to prevent queuing in the lobby areas. Information and details will be shared with the Group Organizer before arrival.

### WILL THE GYM BE OPEN DURING MY STAY?

Yes, the gym will be open and a structured plan is in place for deep cleaning the gym and capacity limits.

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## Food and Beverage FAQs

### HOW CAN I ENSURE MY SPOT AT THE F&B OUTLETS?

Following the evolving guidance from our local government, it is required to make a reservation prior to visiting a restaurant or bar. Our concierge can make these arrangements for you.

### HOW WILL BREAKFAST BE SERVED?

À la carte breakfast is served at Pause at Pulitzer. It is also possible to make use of the in-room breakfast options via room service.

### WILL IT BE POSSIBLE TO ORGANISE A MEETING OR EVENT AT YOUR HOTEL?

Our events and private dining facilities are available for group bookings. We have further information available on these venues and services, so please get in touch with our team to discuss.

### IS THERE ENOUGH SPACE IN THE OUTLETS?

We have a revised capacity in line with the regulations by the Dutch Federal Government.

### HOW WILL YOU ENSURE FOOD SAFETY?

All work surfaces are being disinfected every 30 minutes, strict social distancing guidelines in the kitchen are ensured and no buffet is offered.

### HOW IS DEEP CLEANING IN THE F&B OUTLETS AND MEETING & EVENT SPACES ENSURED?

We have revised our cleaning protocols according to Dutch Government Guidelines and work with professional cleaning products supplied by Diversy. Tables and chairs will be deep cleaned after every use.

### IS ROOM SERVICE AVAILABLE DURING MY STAY?

24/7 room service will be available (between 10PM - 7AM a limited menu will be served). Room service will be delivered in front of the room door after knocking. Guests will be instructed to leave the tray in front of the door after they finished their meal.

### HOW DO YOU ENSURE A SAFE USE OF MENU'S?

A new menu is provided for each guest and will either be recycled or can be taken home as souvenir if desired.