

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 hygiene measures and precautions, while maintaining our commitment to hospitality excellence.

General FAQs

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.

DOES THE HOTEL PROVIDE HAND SANITIZERS?

Hand sanitizers are provided for guests in public spaces.

HOW DO YOU ENSURE THAT GUESTS AND STAFF ARE HEALTHY?

Hotel guests that wish to visit our restaurants and bar are asked to present either a COVID-19 vaccination certificate or a COVID-19 test showing a negative result upon check-in. Team members, whether vaccinated or not, are encouraged to do a Quick Test on a weekly basis in order to protect themselves and those around them at all times. 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.

WILL THE STAFF BE TRAINED?

Our staff has been thoroughly trained on the hygiene measures and procedures in the hotel. Each staff member is trained in person and has followed 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'?

Guests can learn about our 'new rules' via website and by contacting our staff via telephone or email.

CAN I MAKE USE OF VALET PARKING?

Yes, valet parking is available.

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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.

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 Front of House 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 always maintain a safe distance between guests and staff, regularly disinfect our workstations and do not shake hands. Effective September 25th, 2021, in accordance with local law, we are only able to welcome guests to our restaurants and bar upon presentation of either a COVID-19 vaccination certificate or a COVID-19 test showing a negative result (rapid antigen or PCR, taken within the previous 24-hour period). You will be asked to present this Corona Certificate during check-in.

WHEN WILL HOUSEKEEPING DEEP CLEAN MY ROOM?

Rooms are serviced daily, unless requested otherwise. 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.

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HOW DO YOU DEEP CLEAN MY ROOM?

Our cleaning protocols are in line with the protocols of the Dutch Government Guidelines and we work with professional cleaning products supplied by Diversey.

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.

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.

Food and Beverage FAQs

HOW CAN I ENSURE MY SPOT AT THE F&B OUTLETS (TEMPORARILY CLOSED)?

Be aware that our F&B Outlets are temporarily closed due to the new government guidelines. We strongly advise to make a reservation should you be interested in visiting our restaurants or bar. One of our Ladies or Gents at the frontdesk can make these arrangements for you. Please be advised that we are only able to welcome guests to our restaurants and bar upon presentation of either a COVID-19 vaccination certificate or a COVID-19 test showing a negative result. You will be asked to present this upon arrival in the hotel, after which you will be able to access the restaurants and bar by showing your room key.

HOW WILL BREAKFAST BE SERVED?

It is 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.

HOW WILL YOU ENSURE FOOD SAFETY?

All work surfaces are being disinfected every 30 minutes.

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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 Diversey. 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 06.00 - 01.00 a limited menu will be served).