

Dear Guest,

As a valued guest of Crowne Plaza Maastricht, we appreciate your trust in us. Due to the uncertainty involving the corona virus (COVID-19), it is our highest priority to take care of the health of our guests and employees. We will follow the precautions of the Dutch government. With that in mind, we would like to inform you about the actions we have taken in response to the outbreak. We wish you a pleasant stay.

1.5 METERS OF SOCIETY

Our entire hotel, including restaurant, bar and meeting rooms, have been adapted to the new situation. We have ensured that there is always 1.5 meters distance between our guests and the staff.

- Our cleaning regime has been adjusted, cleaning will be done more often.
- All surfaces such as: door handles, lift buttons, reception desk, toilets, etc. are regularly disinfected with anti-bacterial gel.
- Hand sanitizers are placed in various places in the common areas as well as in the toilets, restaurant and bar.
- There are new standard procedures for all our employees in all departments, and everyone is trained in this.
- Employees who have flu symptoms stay at home.

Measures in general areas

- Signage to inform our guests about social distancing, including clear walking routes marked on the floor.
- Everyone is demanded to always keep 1,5 meters distance between each other.
- Furniture is placed 1.5 meters away from each other.
- Wearing a facemask in mandatory in all public areas, unless you are seated.

Measures in banqueting areas

- Signaling to remind guests of social distancing while waiting.
- Security screens are placed at the reception desk.
- Disinfection gel for the guests.
- There will be 2 trays for pens, one for used pens the other for new pens.
- A container for used key cards.
- The reception desk will be disinfected regularly.
- At check-in, each guest over 12 years old must present a Corona Certificate (QR code) in combination with a valid ID.



Measures for the use of the lifts, toilets and gym

- Keep a distance of 1.5 meters in these areas at all times.
- Extra cleaning and disinfection will take place on a daily basis.

Room cleaning measures

- Maximum 2 staff members per floor.
- Extra cleaning at all 'hand contact' points in the room with disinfectant detergent.
- All housekeeping equipment and carts will be additionally disinfected after each shift.

Measures in our restaurant and bar

- Our restaurant and bar are currently closed.
- Take away is possible for breakfast (7 AM till 11 AM) and for lunch and dinner (11 AM till 22 PM)

Room service measures

- Due to the current Covid-19 measures, there is no possibility for room service.
- Take away is available.

Measures in the meeting rooms: set up with 1,5 meters distance as the norm

- All furniture and AV equipment will be cleaned regularly.
- Disinfection material is available in all areas.
- A clear walking route with markings is shown on the floors.
- There will be two trays in the conference room for used and new pens. All pens are disinfected after use.
- The meeting rooms will be cleaned and disinfected after each meeting.