



Dear guest,

It is a great pleasure for us to welcome you at Shanghai hotel Holland!

Our number one priority is the well-being, health and safety of our guests and team members. In order to secure just that, we have set-up procedures, plans and routines in place, so that all of our guests can feel safe when staying at our hotel.

What we do at our hotels for securing the safety of our guest:

- We follow the guidelines and recommendations of local authorities
- We have been provided with information about COVID-19 and management instructions
- Increased focus on hand hygiene on all of our team members
- Increased cleaning and hygiene protocols
- Regular disinfection of exposed surfaces such as door handles, card terminals and elevator
- Update instructions and procedures for all team members on general hygiene standards and instruction on hand disinfection.
- Your room has been completely disinfected by Housekeeping department

Important notice for guests who stay multiple nights:

- Due to COVID-19 safety regulations and recent new outbreaks in the Netherlands and other nearby countries we will not enter your room during your stay to minimize contact, this means that there will be no daily cleaning of your room. This way we can guarantee your and our safety
- You may still request to have your room cleaned by informing our Reception before 11am. We do ask you to vacate the room and leave the window open so it can air before our Housekeeping staff enters the room
- When you have multiple nights booked we can assign you another room during your stay. If you prefer to keep the same room clean towels and amenities will be provided daily during your stay and placed on your door handle.
- We try to ensure that you have minimum contact with other guests and whenever possible we try to allocate rooms spread over different floors.

We greatly appreciate your understanding under these circumstances and wish you a pleasant stay