

### KAAP DOORN PROTOCOL COVID-19



Follow the  
instructions of our  
team



Wash your hand  
regularly



Cough and sneeze in  
your elbow



Keep 1,5 meters distance  
from each other



Please pay  
with your card

*Based on the guidelines of the RIVM and the KHN Protocol, we have made various adjustments at Kaap Doorn to make your stay as carefree and optimal as possible. At Kaap Doorn we still provide the same quality and personal attention which you are used to. Our employees are well aware of all measures and adhere to special working and hygiene protocols. We kindly request you to take note of our measures and to share this protocol with the trainer (s) and participants of the meeting. Thank you in advance for your cooperation!*

- In order to ensure that everything goes well, it is very important for us to coordinate the details of the meeting in advance. We therefore ask you to return the completed conference sheet especially made for this period to us no later than 10 days before the meeting. For overnight stays or one day meetings with dinner included, we would also like to receive a list of participants and any dietary wishes or requirements.
  - On arrival you can park in our parking lot and you will be welcomed at our reception through the main entrance. We kindly request you to adhere to the 1.5 meter distance rule. If necessary (during busy periods) we ask you to wait outside until there is enough space inside.
  - We ask you to stay at home if you have one of the symptoms below. Upon arrival, all our guests are requested to go to the reception. According to the RIVM guidelines, all our guests will be asked a number of health questions so that we can also serve everyone during lunch and/or dinner in our restaurant and our Grand Café.
    - Cold (hay fever is not included)
    - Respiratory complaints such as coughing
    - If you have to sneeze
    - Shortness of breath
    - Fever
- Please note: If someone in your household suffers from a cold WITH fever and/or shortness of breath, you must also stay at home.
- We ask you to disinfect your hands on arrival at our reception at the designated location and to follow all guidelines according to the above icons.
  - On arrival at our reception we will explain where to find the meeting room, how to get here and where you can get a cup of coffee or tea. Any questions will of course be answered and the measures will be explained in more detail in the meeting room.
  - Through various means of communication we will ask you to follow our guidelines and the instructions from our team as much as possible. We focus in particular on the signage and personal instructions of our staff.
  - Break times are regulated to prevent large groups of people as much as possible and to avoid crowds at the toilets. Our reservation department coordinates break times with the groups in advance and ensures a division between groups into different time blocks.

- Extra attention is given to hygiene and cleaning, both in public places as behind the scenes. For example frequent cleaning and disinfection of the sanitary facilities, the contact points such as door handles and stair railings and chair arms. Our staff frequently washes their hands and workplaces are kept clean continuously. At the entrance, in the Grand Café and at our restaurant you will find a disinfection point and in the meeting rooms you will find disinfectant soap. In the meeting rooms you will also find a disinfectant furniture spray so that you can disinfect your table, markers, pen, etc. at any time. This is also done by our team before your arrival.
- If necessary (during busy periods), a number of hotel rooms are reserved by us and opened for guests so that they can use the toilets.
- Public areas and our meeting rooms are set up spacious, so that everyone can keep 1.5 meters distance from each other. According to the guidelines two persons can sit at one table in a restaurant and café, without keeping 1.5 meters distance. These persons do not have to come from the same household. We do not initially facilitate this option because we are fully focused on the business market and expect that this is not desirable. However if guests do prefer this, it is possible.
- We will place a cabaret setup in the meeting room, if a different setup is desired we will look at the possibilities for you.
- We provide coffee and tea in pots in the meeting room. At pre-arranged times, your group can also use the luxurious coffee and tea facilities in our Grand Café. This prevents group formation and also crowds at the toilets.
- Lunch, snack and dinner times are also divided for the reason mentioned above. Lunch and dinner will take place in two different time blocks. Times are coordinated with our contact person in advance. Where possible, we try to remain flexible on the day itself.
- For lunch we offer various options in the form of a buffet and a sandwich lunch to spread our guests as much as possible and to avoid crowds. Of course we adhere to the regulations. For example, there is a disinfection point at the entry of our restaurant, we will make sure everybody will disinfect their hands before making use of the buffet.
- Dinner will be served as a 3-course menu, the entire dish (including side dishes) will be served on one plate. It will no longer be possible to share a cup of fries or vegetables. The dishes are served in an appropriate way, according to the regulations, our staff in the restaurant is not obliged to keep 1.5 meters distance from the guest. However we understand that an appropriate distance is certainly desirable. Our staff will therefore keep as much distance as possible when serving at the table.
- We will offer an early check-in to guests who will stay overnight with us. Guests are requested to use the toilet in the hotel room as much as possible. Our check-out time is and will be 9 AM so that we can also provide the next day arrivals with an early check-in. We request our guests to deposit the key of their hotel room in the "dropbox" in the breakfast room before 9 AM. This prevents crowds at our reception in the morning. Any open account can be settled later that day. However, we ask extras to be settled on the account of the company as much as possible. This way we can reduce the number of contact moments at the reception. Of course, this will be by choice and is not mandatory.
- As much details as possible has been coordinated with the contact person of your group before the meeting. As usual, a colleague from the reservations department will discuss the program and details with the trainer / contact person on the (first) day of the meeting. If possible, changes can still be made, however we might be less flexible than usual. Participants are informed in the meeting room about the program times and other information. We request that you adhere to these program times as closely as possible.
- The managers of the different departments and the ladies of the reservation department ensure that all measures and agreements are maintained. You can expect that we make agreements, facilitate and address where necessary, furthermore we rely on the cooperation of our guests.

Together we can make your stay as carefree and optimal as possible