



We kindly ask you to wear a face mask inside



Follow the signage



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

KAAP DOORN PROTOCOL COVID-19

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 effective as possible. At Kaap Doorn we still provide the quality and personal attention you are used to. Our employees are well aware of all measures and adhere to special work 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!

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 (when the reception area is too crowded) we will ask you to wait outside until there is enough space inside. Please wear a face mask in public areas.

Coronavirus entry pass

We kindly ask guests to have their corona entry pass and ID ready when entering our conference center. We ask every guest to show the QR code in the CoronaCheck app or printed on paper, together with a valid ID. We will scan the QR code with the CoronaCheck scanner. When a green tick is displayed on the scanner, the guest has access to the facilities of our conference center. When a red cross appears, we kindly ask the guest to go home. In that case, the cancellation costs of the stay will be charged in full, in accordance with the Uniform Conditions for the Hotel and Catering Industry.

You will receive a corona entry pass if you have been fully vaccinated, or if you have a valid recovery certificate or a negative test result that is no more than 24 hours old. If you are not fully vaccinated or do not have a valid recovery certificate, you can request a free test at www.testenvoortogang.org. The test result is guaranteed to arrive within 2 hours. The retrieval code of the negative test result can be entered in the CoronaCheck app. The result of a self-test will not be accepted.

Symptoms

We ask you to stay home when you experience these symptoms:

- A cold (except for hay fever symptoms)
- Respiratory symptoms, like coughing or sneezing
- Shortness of breath
- Fever

Please note: if someone in your household experiences symptoms of a cold AND fever and/or shortness of breath, you must also stay at home.

Safety & hygiene

- We ask you to disinfect your hands on arrival at our reception. Please follow the instructions of our staff and the guidelines mentioned below the icons at the top of this document.
- You will find disinfection gel in all public areas and meeting rooms. We ask our guests to disinfect their hands regularly.
- Our facility staff operates according to a corona protocol and makes sure to keep the public areas clean.
- Meeting rooms and public areas are constantly ventilated.

- Our kitchen fully complies with the HACCP guidelines and adheres to the highest standards, especially when it comes to personal hygiene.
- All employees are well aware of all COVID-19 instructions and protocols.
- Break times are regulated to avoid crowding in public areas and toilet queues. Our reservation department coordinates break times with the groups in advance, and makes sure the groups are spread out evenly over the available time blocks. If necessary we will make some hotel rooms available for toilet use.
- The meeting rooms are set up in such a way as to allow for social distancing. By default the meeting room setup is 'cabaret', but according to your wishes other setups are possible.

Lodging & room use

We will offer an early check-in to guests who will stay overnight. Guests are requested to use the toilet in their hotel room whenever possible. Our check-out time is and will be 9 AM, so that we can provide the next day arrivals with an early check-in as well. We request our guests to deposit their hotel room key in one of the dropboxes in the breakfast room or at the reception, *before 9 AM*. This prevents crowding 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 allows us to reduce the number of contact moments at the reception. Of course this will be by choice; it is not mandatory.

As many details as possible have been coordinated with the trainer or contact person of your group before the meeting. As usual, a colleague from the reservations department will discuss the program and logistic details with the trainer or contact person on the (first) day of the meeting. If possible, changes can still be made, but we might be less flexible than usual. Participants are informed about the program times and other information in the meeting room. We request that you adhere to these program times as strictly as possible.

Meeting rooms are available until 5 PM. We request that you leave the room before that time. Courses and training sessions that are *essential to business practice* and professional meetings *essential to the execution of company, organization or society* are exempt from this limitation and are allowed to use the meeting room after 5 PM. Please note this exception only applies to business sessions, not to leisure activities. After 5 PM no food or drinks can be served or consumed in the meeting room, except for coffee or tea to-go from the Grand Café.

Food & beverage

We provide coffee and tea in pots in the meeting room. At pre-arranged times, your group can use the luxurious coffee and tea facilities in our Grand Café. This prevents group formation and queues at the toilets.

Lunch, snack and dinner times are spread out for the reason mentioned above. Lunch and dinner will take place in two different time blocks. Times are coordinated with contact persons or trainers. Where possible, we try to remain flexible on the day itself.

The restaurant and the Grand Café close at 5 PM. Fixed seats are mandatory again. The Grand Café serves as a pick-up point for drinks between 5 PM and 10 PM. These drinks cannot be consumed in the Grand Café. Coffee and tea can be consumed in the meeting room during the evening program. We serve a maximum of one bottle of wine or two drinks at a time. Alcohol is only to be consumed in the hotel room! We do not serve alcohol after 10 PM.

Breakfast is served as a buffet, but lunch will be served at table. It includes a warm dish, soup and various fruit juices.

During multiple-day training sessions dinner can be fetched at the restaurant at a pre-arranged time. The first course can optionally be served and consumed in the restaurant or the Grand Café. After 5 PM dinner can only be consumed in the hotel room. Used dishes and cutlery can be put in the hallway, next to the hotel room door. An hour after dinner the staff will come by to pick them up.

The managers of the different departments and the reservation department staff ensure that all measures and agreements are observed. You can expect us to facilitate your wishes to the best of our ability, while we trust in the cooperation and participation of our guests.

Together we can make your stay as carefree as possible!