

# Re-opening Simplon Hostel

The Simplon hostel has re-opened its doors on June 2nd.

A few conditions are necessary for the re-opening.

## There are two main rules:

1. All guests and employees have to keep a distance of 1,5 meters.
2. Material and contact points have to be disinfected on a regular basis.

## Main rules

1. These conditions apply to the entire building and the surrounding area.
2. It is important that these conditions are applied and that they are clear to the guests and employees.
3. Changes may occur.
4. Entrepreneurs, employees, suppliers and visitors adhere to the RIVM guidelines;
5. Simplon Hostel makes the rules visible on location and sends the protocol to the visitors in advance.

## 1. Guests protocol

1. Keep 1,5 meters distance;
2. You are only welcome in the Simplon Hostel if you have made a reservation;
3. Stay at home if you have one of the following complaints
  - Cold, running nose;
  - Sore throat, light cough;
  - Raised temperature (from 38 degree Celsius);
4. We will question you at arrival about your health. If we have any concern about your health we can ask you to leave;
5. Stay at home if anyone in your household has a fever (from 38 degree Celsius) or has a cold;
6. Don't shake hands;
7. Follow the instructions of the staff;
8. Wash your hands before entering the hostel with soap, for at least 20 seconds;
9. Cough and sneeze in your elbow or use paper tissues;
10. Pay by card;
11. Whenever possible we will give every room its own toilet and shower, we ask you to disinfect these rooms after use. There is also disinfection material in your room so you can keep it clean;
12. We cannot store belongings that were left behind, so take them with you;
13. Breakfast will be had in the room and will be put in the hallway at the time you have requested. We will ask you what breakfast you want and at what hour;
14. You have to wear shoes or flip flops at all times. If you don't have flip flops you can buy them at the hostel;
15. Be aware of the number of people that are allowed in a room;

16. Guests have to take other guests into account, for example in the showers and toilets. Keep in mind how many people can be in the room. At the doors you can see how many people are allowed;
17. If you see someone in the hallway or on the stairs, please wait and let them pass;
18. You will get the room key and you can keep this with you during your stay, upon departing the hostel you return the key at the reception;
19. You can use a locker for a deposit of € 10,00: the locks will be disinfected. Payment is done by card;
20. Please follow the instructions left in your room;
21. If you are tested positively for COVID 19 in 14 days after your arrival we ask you to let us know;

## 2. For the employees

1. Keep 1.5 meters away;
2. Do not shake hands;
3. Cough and sneeze into your elbow or use tissue paper;
4. Wash your hands regularly, according to instruction. Wash your hands when you arrive and when you leave the work place, and at least before and after eating, visiting the toilet and cleaning;
5. Don't share your work supplies with others;  
Disinfect the workplace before starting your work;  
Disinfect the workplace at the end of your shift;
6. Keep belongings, equipment, and tools clean. Preferably disinfect with the available means;
7. Stay at home if you have any of the following: cold, runny nose, sneezing, sore throat, mild cough, raised temperature (from 38 degrees Celsius);
8. Stay at home if someone in your household has a fever (from 38 degrees Celsius) and / or a cold;
9. Hold guests and your colleagues accountable if they're not following the rules;
10. Ask your manager for an explanation if you have questions about the rules and guidelines;
11. Hospitality is the ideal way to make the rules more bearable

## 3. For the suppliers

1. Keep the 1.5 meters distance;
2. Wear gloves;
3. Agree in advance where the items will be placed;
4. Cough and sneeze into your elbow and use tissue paper;
5. Consider door-to-door delivery.

## 4. Safe to and in the Simplon Hostel

Simplon Hostel wants to welcome all its guests in a safe and responsible way. In order to do this properly, we have agreed on the following working methods:

### Social Distancing

- Spreading guests across the hotel at the start and during their visit;
- Minimizing contact between visitors and between employees and visitors;
- We implement the 1.5 meter rule in this.

### Assumptions

The following principles are the basis for "social distancing" within the hotels:

- Safe environment;
- Compliance with the 1.5 meter rule;
- Additional hygiene measures.

To be able to comply with the principles, the measures are divided in 4 clusters:

1. Control and regulate the visitor flow to the hostel;
2. Safety and hygiene in our hostel;
3. Safety and hygiene for the employees;
4. Safety and hygiene for individual visitors;

### 4.1 Principle 1: control and regulate the visitor flow to the hostel

1. We inform visitors on our website, when making the reservation, in the confirmation of the reservation and at the entrance of the hostel, about the hygiene rules. This is done by means of a poster, bullet points, signs, and in personal by our receptionist;
2. Before arrival, every guest is approached with the request for email address, date of birth, home address and name on passport; the receptionist visually checks the ID to confirm the guest's identity upon arrival;
3. Before arrival, each guest is approached to confirm the time of arrival. This is registered in the reservation system.
4. Check-in takes place at the agreed time;
5. There are clear walking routes indicated in the hotel;

### 4.2 Principle 2: safety and hygiene in our hostel

1. In our hostel there are disinfectant spray or gel in strategic positions ( at the entrance, the reception desk, the toilet groups, workplaces, and in the rooms);
2. The hostel is responsible for making disinfectant products available to both the visitors and the employees; these are available at the reception of the hostel
3. The hostel has walking routes or dividing sections / lines to keep the distance of 1.5 meters as instructed by RIVM;
4. Staff will not enter hotel rooms when guests are present in the rooms;
5. The guideline in the hostel is: maximum 4 guests per hotel room (families and people of

one household are an exception to this rule)

6. Breakfast is served in the room. When booking (or checking in) you will be asked about your breakfast wishes and the time at which breakfast should be served.

### 4.3 Principle 3: safety and hygiene for employees

1. In order to guarantee everyone's safety, adequate provision of information to staff is of great importance. Employees receive instructions at home, are informed about the new measures and the protocol can also be viewed at the desk. Employees may hold each other accountable for unsafe working conditions;
2. Reception staff will serve the guest from behind a screen;
3. The housekeeping staff wears gloves;
4. Employees wear gloves when entering occupied guest rooms (never when the guest is present);
5. Employees are never together in a hostel room;
6. The number of employees on duty is minimal;
7. Staff will wear recognizable work clothing at all times and work with RIVM prescribed protective materials (gloves);
9. Staff may be at the hostel a maximum of 10 minutes before the start of the shift;
10. Staff will make use of different (lunch) breaks according to the schedule so the 1.5 meter distance can be guaranteed during the breaks;
11. Avoid direct guest contact;
12. Never enter a room while the guest is present;
13. Wash your hands regularly during your shift and use disinfectant gel or spray;
14. Report to your manager if you have any questions about the rules.

### 4.4 Principle 4: safety and hygiene for the individual visitor / guest

1. Stay at home if you are ill or have been ill in the last 72 hours. You will be asked about this upon arrival;
2. Upon entering, visitors are obliged to use disinfectant spray or gel;
3. Follow directions from staff in the hostel;
4. Due to the limited number of guests that can be admitted we ask you to please observe the rules of arrival;
5. Avoid physical contact with anyone other than your travel companions;
6. Take all your belongings with you upon departure. We can no longer store personal belongings;
7. Wash your hands regularly during your visit and use disinfectant gel or spray;
8. Follow the general guidelines of RIVM with regard to minimizing the spread of the virus;
9. The hostel is only accessible to guests with a reservation;
10. If you have any questions or comments, please report them to the reception, where we are happy to help you.

## 4.5 Principle 5: adapted working methods

1. When confirming the reservation, guests will receive a digital version of the protocol concerning the measures for guests. The entire protocol can be viewed on our website and at the hostel;
2. Pay by pin or contactless is preferable. It is also possible to pay in advance; the amount must be in our account before arrival.
3. Before arrival, approximately a week, the guest is requested to provide name, email address, date of birth, and time of arrival. This allows us to identify the guest at check-in. It is not necessary to sign the registration form;
4. When allocating rooms we spread the guests over the entire hostel if possible to avoid crowding areas;
5. Upon arrival, guests receive their key. At departure the key will be returned at the reception;
6. On arrival we check the guest's identity by checking the ID card;
7. On arrival we will inform the guest again about the rules regarding routing etc;
8. Specified walking routes apply to guests and staff;
9. The toilet groups will be cleaned on a regular basis. Cleaning products will also be present so every visitor can clean the toilet he / she uses;
10. The toilets can only be used by hostel guests. There is a separate toilet for the employees;

We hope our guests will enjoy their time at the Simplon Hostel even in these exceptional times. We do our utmost to make the hostel corona proof and to comply with the prescribed RIVM measures. We request that you as a guest also adhere to these measures. If there are any issues you come across during your visit to the Simplon Hostel, do not hesitate to inform us.

We are here for you.

Have a nice time in Groningen and at the Simplon Hostel