



NEW WEST INN

AMSTERDAM CITY WEST

Dear hotel guest,

In these uncertain times, we wanted to reach out to you personally about what we are doing here at our hotels to support you and your travel plans. As the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to ensure your travel safety.

As it has always been, the safety and security of our guests and team members remains our highest priority. We take great pride in maintaining the highest standards of cleanliness and hygiene. In response to the coronavirus, we have taken additional measures developed in consultation with global and local public health authorities (including the **WHO** and **CDC**) to make our cleaning and hygiene protocols even more rigorous:

- Our hotel teams are receiving ongoing briefings and enhanced operating protocols.
- We have increased the frequency of cleaning our public areas (including lobbies, elevators, door handles, public bathrooms, etc.) and have continued the use of hospital-grade disinfectant.
- We will continue to adjust food and beverage service in accordance with current food safety recommendations.
- We have increased the deployment of antibacterial hand sanitizers.

We believe it is in challenging times like these that the power of hospitality is needed most of all. Whether you are traveling now or in the future, our team members are ready to welcome you with our hospitality you've come to expect. If there is anything our staff can assist you with, please do not hesitate to contact our front desk.

The Management