



Dear guest,

The moment you read this letter it means that we can welcome you as a guest in Pullman Eindhoven Cocagne, and I cannot tell you enough how pleased we are.

You may rest assured that the health, safety and wellbeing of you as a guest and of our employees is my top priority. I would like to personally reassure you that we have introduced strict procedures. We wish you a fantastic stay in our hotel, and hope that you will enjoy all the good that Eindhoven has to offer.

In preparation of your stay, I would like to inform you of the following:

HYGIENE AND SAFETY

In collaboration with agency Veritas, Accor has developed the unique ALLSAFE safety label in which our cleaning, hygiene and prevention standards have been further tightened to guarantee both your safety and that of our employees. You can expect that your room will be cleaned with the utmost care just like our public areas.

We do ask you for your cooperation and we request that you:

- Disinfect your hands upon entering the hotel.
- It is mandatory to wear a facemask in the hotel.
- Pay with debit or credit card, cash will no longer be accepted.
- Keep 1,5-meter distance from each other.



Breakfast restaurant Vestdijk47

Breakfast will be served/buffet in the restaurant during 45-minute sessions with a maximum number of 60 people per session. If your breakfast is not included in your stay the additional charges are €20 per person. In between the sessions the breakfast restaurant Vestdijk47 will be disinfected for the following guests. We kindly ask you to timely inform the Welcome Desk of your preferred session due to our reduced restaurant occupancy.

Monday to Friday:

- 06:30-07:15 AM
- 07:30-08:15 AM
- 08:30-09:15 AM
- 09:30-10:15 AM

Saturday, Sunday and Public Holidays we offer an extra session from:

- -10:30-11:15 AM

Bar47 & Lobby area

Sunday

- 12 AM – 5 PM

Monday

- 09 AM – 5 PM

Tuesday

- 09 AM – 5 PM

Wednesday

- 09 AM – 5 PM

Thursday

- 09 AM – 5 PM

Friday

- 09 AM – 5 PM

Saturday

- 12 AM – 5 PM

In accordance with the Dutch government COVID-19 regulations Bar & Restaurant Vestdijk47 is closed at 5 PM. We don't serve lunch. Sorry for the inconvenience.

Fit and Spa

We welcome our guests in 40-minute sessions. To keep an appropriate distance, we only allow a limited number of people per session so we recommend that you make timely reservations at the Welcome – Desk.



Your Hotel Room

With reference to the ALLSAFE label, we have made a number of (temporary) changes. These are as follows:

Your minibar is empty, but you can use it to cool your personal items. The two packs of water in the room are offered complimentary.

Online Check-in & Fast Check Out

For an efficient check-in we recommend that you use our online check-in. You will receive an automated invitation shortly before your stay. The online check-in allows you to register in advance, after which you only have to pick up your key at the Welcome Desk counter. At the same time, you can also register for the fast check-out. In order to use the fast check out we require your full credit card details. When using the fast check out it is no longer necessary to pass by, or queue at the Welcome Desk. You can leave your key in the express check-out box in the lobby and we will send your invoice by e-mail afterwards.

Wi-Fi

Choose the Pullman network, enter your email address and accept the terms and conditions (free of charge).

Valet Service

Unfortunately, the hotel temporarily does not offer this service due to COVID-19.

Luggage storage / luggage service

Luggage storage is possible however, only on the day of arrival and departure. We will no longer store your luggage between two different stays.

Luggage is temporarily not brought to, or from the room.

ACTIVITIES

Recommendations

The Welcome Team has made an exciting overview of various activities in and around Eindhoven. Think of, hiking and cycling routes, children's activities, museums and so much more. For more information, please refer to our Welcome Desk.

Bicycle rental

Did you also know that you can rent a bicycle from us to discover the beautiful city of Eindhoven and the surrounding area? Our bicycles are available at the rate of € 15.00 per day. For more information one of our Welcome Desk employees will be happy to assist you.

We do apologize for the inconvenience; however, we are obliged to follow the instructions by the Dutch government.

If you have any questions regarding this letter or the protocol do not hesitate to contact our employees. We are at your full disposal both prior to your stay as well as during your stay, and we strive to provide you a most memorable stay.

On behalf of the entire team, I wish you a pleasant stay,

Pullman Eindhoven Cocagne



Jurriaan van der Valk,
Operations Manager