



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:

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## 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.



## **Bar & Restaurant Vestdijk47**

In accordance with the Dutch government COVID-19 regulations Bar & Restaurant Vestdijk47 are closed.

Breakfast is only possible as Take Away (6.30 - 11 AM) and must be consumed in your hotel room according to the Dutch government rules.

## **Room service**

Unfortunately, we are temporarily unable to offer this service due to Covid-19, but we do allow our guests to have food delivered by an external party into your hotel room.

## **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.

We believe that wellness should be accessible to everyone, no matter where you are, what time zone you are in, what your schedule looks like or what your personal wellness practice is. Do exercises in your room at your own pace. Order the **Pullman Fit bag** in your room?

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## **Your Hotel Room**

With reference to the ALLSAFE safety 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 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.

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### **Wi-Fi (free of charge)**

Connect with Pullman network, enter your email address and accept the terms and conditions.

### **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.

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### **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.

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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