



Durty Nelly's Hostel Covid-19 Protocol

What is COVID-19?

Coronaviruses are a large family of viruses which may cause illness in animals or humans. In humans, several coronaviruses are known to cause respiratory infections ranging from the common cold to more severe diseases such as MERS and SARS. The most recently discovered coronavirus causes coronavirus disease COVID-19.

How is COVID-19 spread?

The virus is primarily spread between people during close contact, most often via small droplets produced by coughing and sneezing. People can catch COVID-19 if they breathe in these droplets from a person infected with the virus. These droplets can land on objects and surfaces around the person such as tables, doorknobs and handrails. People can become infected-by touching these objects or surfaces, then touching their eyes, nose or mouth.

What are the symptoms of COVID-19?

The most common symptoms are fever, a dry cough and tiredness. Less common symptoms include aches and pains, sore throat, headache, conjunctivitis, diarrhea, loss of taste or smell, rash on skin and discoloration of fingers or toes.

Objective

Our goal is to maintain and provide a safe and healthy environment for all of our guests, employees and suppliers at Durty Nelly's Hostel.

We must ensure that all guests and personnel are aware and clearly understand all our COVID-19 measures. To achieve this, our procedures will be made visible through-out the hostel, including the entrance and on our website. Each hostel guest will also receive a copy of our COVID-19 procedures by email, prior to check-in.

Our procedures and guidelines are defined by the RIVM – the National Institute for Public Health and the Environment in The Netherlands. These guidelines must be adhered to by all guests and personnel.

If any guests are experiencing any type of health problems, we ask that you stay home so as not to put yourself or others at risk.

We maintain the right to refuse entrance to both guests and personnel should they been in any doubt over their health.

Durty Nelly's Hostel will limit the number of guests in the hostel until further notice. Only capsule beds will be available to book during this time, due to their increased privacy.

1. Welcoming Guests

- Our COVID-19 procedure and the expectations of our guests and staff will be clearly visible at reception and the entrance.
- Guests will enter the reception area one at a time, spots will be marked at 1,5m to ensure distance. A 1,5m distance line will also be clearly marked from the reception desk and our staff will ensure this distance between persons is realised.
- As much information as possible will be collected from the guest before check-in to avoid unnecessarily long interactions or queues.
- All payments will be made before arrival by card. There will be no cash payments. This includes our usual €10 cash deposit for the room key. We will waive the deposit for this, however your card will be charged €10 if the key is lost.
- Guests will have already received our COVID-19 procedure via email before arriving – including a document asking about any current, or recent illnesses
- All receptionists will be required to wear gloves during their shift. Mouth masks are subject to personal preference.
- There will be no physical contact between guests and staff.

2. Cleaning Procedure

- The hostel will be deep cleaned between 12:00 and 14:00. During this time, guests are prohibited from being inside the hostel.
- All surfaces that are handled repeatedly will be cleaned and disinfected frequently throughout the day. This includes, but not limited to: door handles, rubbish bins, light switches, handrails.
- In addition to a deep clean between 12:00 and 14:00 all shared bathrooms and washing facilities will be cleaned and disinfected every 2 hours between 7am and midnight.
- All staff must be attentive and thorough. Alert each other if you see something has been missed or if you would like something to be additionally cleaned.

- Guests will be required take all linen off their beds at check-out. We must ensure that personnel do not touch the linen. Guests will be directed to laundry baskets in the corridor where they can put their linen.
- We will ensure that we have the correct cleaning materials required to properly disinfect all areas of the hostel and provide protective gear for all cleaning staff.

3. Breakfast

- Breakfast will be ordered by guests in advance the night before.
- Guests can pick breakfast up in the reception and take it away with them.

4. Protection Gear

- We will ensure we have the correct materials required for thorough cleaning of all areas in our hostel; protective gear including hand gloves and masks will also be available for cleaning staff.
- The hostel must be empty during the deep-cleaning time between 12:00 and 14:00.
- There will be 1,5m markers on the floor to ensure safe distance between guests and personnel.
- Hand sanitizer will be available for guests in all bathrooms

5. Concerns of employees, how can we reassure them

- Provide protection and protective gear during shifts
- Distance spots on the floor
- Ensure all employees are fully trained in new procedures so they can execute all tasks as safely as possible
- If there are any updates from RIVM, we will inform staff immediately.

6. How to ensure the hostel meets required guidelines set by government of The Netherlands?

- Close off all common areas
- Disinfect all frequently used equipment regularly
- Make 1,5m distances clear by marking them where necessary
- Places signs reminding guests of the required 1,5m distance at all times
- One guest per bunkbed, this way guests get enough personal space

7. Information for our guests

- Keep 1,5m distance from other guests, both in the Hostel and the surrounding area of the Hostel.
- After finalising check-in, follow the instruction of the receptionist and head to your room. You may not wander around the hostel. You can go only to your assigned room and to the bathroom facilities.
- Guests can only sleep in their assigned bed. Beds are assigned in such a way to keep as much distance between guests as possible.
- Keep your luggage close to your bed, under or on top of the bunk if possible.
- Do not arrive with more than 3 people – you can be fined for ‘samenscholing’ and receive a fine of €400 per person.
- When checking-out, place your bed linen in the laundry baskets in the corridors.
- At reception, you will see an assigned spot where you can leave your room key to check-out with receptionist.
- Deep cleaning will be between 12:00 and 14:00. Please leave the hostel during this time.
- From June 1st it is compulsory to wear face masks on public transport.

8. What can you do to reduce your risk of infection?

- Regularly wash your hands thoroughly using hand sanitiser gel or soap and hot water for 20 seconds and dry thoroughly.
- Follow the advice and guidelines set by RIVM
- Do not shake hands
- Stay 1,5m away from other people
- Keep your distance from anyone coughing or sneezing
- Avoid touching your face. Contaminated hands can transfer the virus to your eyes, mouth or nose
- If you need to cough or sneeze do so into your elbow.

- Use tissues to blow your nose and discard immediately after use then wash your hands
- You can view all measures to combat COVID-19 in the Netherlands on [government.nl](https://www.government.nl), which is available in several languages.

9. What to do if you feel unwell

- If you have a fever, cough and difficulty breathing make sure to seek medical advice early before arriving to the Hostel.
- Follow advice of your healthcare professional and avoid public spaces with large crowds of people.

Our most important objective has and always will be the safety of our guests and staff.