

Dear Guests,

Welcome to Park Plaza Eindhoven! Everything you need to know for a comfortable stay is in this welcome letter.

**Go digital!**

Our online check-in is fast and easy and you can message us with any requests 24/7. Navigate your stay with our digital services – simply scan the QR code at the bottom of the letter or visit [qr.pphe.com/eindhoven](https://qr.pphe.com/eindhoven)

**Reassuring Moments Programme**

For your safety and peace of mind we have increased cleaning and disinfection of all public areas and guest rooms, paying special attention to high-touch items. We have also removed all unnecessary collateral in your room. Learn about our Reassuring Moments Programme's safety and cleanliness protocol in full by visiting [parkplaza.com/reassuring-moments](https://parkplaza.com/reassuring-moments).

**Housekeeping Service**

To ensure your comfort and safety, to reduce contact points, carbon footprint and water consumption, **guests staying for more than one night will only have their rooms cleaned every three days**. We have placed extra amenities in your room for your convenience. Please message us or dial Reception on your in-room phone if you would like to request any cleaning, additional amenities or laundry throughout your stay.

**Food and Beverage**

Breakfast is available from 6.30 - 10AM Monday to Friday and from 7.30 - 11AM on weekends. Our restaurant Momoyama, bringing you a teppanyaki experience, is open from Wednesday - Sunday between 5PM - 10PM. Our brand new restaurant Kuro Kyabia, bringing you authentic Japanese specialties, is now open from Wednesday – Sunday between 4PM - 11PM. Our lobby bar, E!lite Lounge is open in the evenings for a relaxing drink to end your day.

**Facilities**

Looking to stick to your wellness routine? Our Pool & Fitness Centre are open from 6AM - 9PM. Please make reservations via reception.

Please make use of the in-room safe for any valuable items, and note that Park Plaza will not be responsible for the loss of any missing valuables. Please be kindly advised this hotel is **100% non-smoking** and you will find the designated smoking area located outside at the hotel entrance. High-sensitivity sensors are positioned in all areas of the hotel, and smoking in non-designated areas will incur an immediate cleaning surcharge of €350 per incident. Should you wish to speak to us, we are available 24/7. Please dial “9” on your in-room phone or make use of our live chat by scanning the below QR code.

Thank you for your continuous support and loyalty. Look after yourself, stay safe and we hope you enjoy your stay!

Best regards,

Your dedicated team at Park Plaza



*Go digital!*

Check in and chat with the hotel from your own device.

[qr.pphe.com/eindhoven](https://qr.pphe.com/eindhoven)