

4. Local facility information

In the event of urgent medical or police assistance, please refer to the following locations:

Nearest general practitioner / medical post:

Nearest police station:

Designated hotel assembly point (indoor):

Nearest Information and Emergency Hub:

Nearest emergency support point:

5. Medical and personal documents

Medication

If you require medication that needs refrigeration (such as insulin), contact the front desk immediately to inquire if backup power generation for refrigeration is available.

Documentation

Always keep your passport and essential documents with you. Do not leave them inside the room unattended. Do not use the hotel safe.

This brochure was developed in collaboration with the City of Amsterdam and the Amsterdam-Amstelland Safety Region.

**Gemeente
Amsterdam**

**Veiligheidsregio
Amsterdam-Amstelland**



Tourist information leaflet

Prolonged power outage in hotels



This leaflet outlines the safety procedures in the event of a city-wide power outage lasting between 6 and 72+ hours. During such an event, Wi-Fi and mobile network services, traffic systems, public transport, and payment systems will not function and emergency services will be difficult to reach.

In the event of a large-scale power outage, the Dutch government will send an emergency message to your phone within an hour. This message will explain what is happening and what to do. Take this seriously.

Please read these instructions carefully and familiarize yourself with the location of the closest emergency exits/assembly points.

1. Immediate actions

If the power fails and is not restored within 15 minutes, please observe the following protocols:

Stay indoors

Do not leave the hotel unless instructed by emergency services or hotel staff. Emergency services will prioritize critical care, may have longer response times and will be difficult to reach. Contact the hotel lobby for information and instructions.

Do not travel to Schiphol if there is no clear information available about flights and accessibility. There is a risk that you may no longer be able to reach your hotel or final destination and could become stranded at Schiphol.

Elevators

Do not use the elevators. If the power fails while you are inside, stay calm, use the emergency button and wait for assistance.

Telecommunications

Be prepared for mobile networks (4G/5G) and Wi-Fi to cease functioning. Do not rely on your mobile phone for emergency contact or navigation. For information, please contact the reception desk or staff members.

2. Information and communication

As digital information sources are likely to become unavailable, the hotel reception serves as your primary information hub.

Central information point: Hotel Reception / Lobby

Staff will receive updates via emergency frequencies and official government channels. Go here for verified information rather than relying on unverified sources.

Official emergency broadcaster: Radio Noord-Holland

If you have a battery-operated radio, tune in to Radio Noord-Holland on 88.9 FM for local updates.

3. Safety and conduct within the hotel

To maintain a safe environment for all guests during a blackout:

Instructions safety personnel

Make sure to carefully follow the instructions of the safety personnel, recognizable by their yellow/orange vests.

Fire safety

Do not use candles or open flames for lighting due to the high risk of fire and limited emergency response capacity. Use the flashlight function on your phone sparingly or battery-operated lights provided by the hotel.

Temperature control

Heating and air conditioning systems will stop working. Keep windows and curtains closed to retain room temperature.

Water

Water pressure may drop in high-rise buildings. Please moderate your water consumption to ensure availability for all guests. To minimize the load on the sewer system, flush the toilet and use the shower as little as possible.

