

# Tips for hoteliers

Hotels are prime locations for (undetected) criminal activities. The hotels are popular with young people where incidents relating to the topic of sexual harassment and sexual violence take place. For example, underage girls, who have been reported missing, are regularly found in hotel rooms with adult men. These incidents often involve laughing gas parties.

The City of Amsterdam has developed an 'operating framework' in collaboration with Koninklijke Horeca Nederland (the organization representing hospitality businesses in the Netherlands), the Police and the Public Prosecution Service. The tool has been developed for the hotel industry and is aimed at preventing, identifying at an earlier stage and reporting possible transgressive behaviour on the part of hotel guests, illegal prostitution and human trafficking. The 'operating framework' is divided into two parts, with part one dedicated to hoteliers and part two dedicated to employees.

## Tips to prevent abuse in hotels

### House rules:

- Prohibit the use of drugs and laughing gas
- Prohibit nuisance and illegal and/or criminal activities, including prostitution
- Clearly state that in case of suspicion of breach of rules or in case of suspicious situations, the hotel room may be entered
- Mention the penalties for violating the rules:
  - Penalties ranging between €250,- and €350,-
  - Filing a report with and/or informing the police
  - Imposing a hotel ban

### Staff:

Make sure all staff members attend the 'No Place for Sex Trafficking' training course and regularly inform staff members of any indicators and trends.

### Promote safety:

- Install extra cameras
- Only allow for one access door to enable more supervision on guests arriving and leaving. Close the access door after a certain time
- Close or monitor more frequently any parking facilities that have a direct access to the hotel rooms
- Be sufficiently thorough in watching recorded security footage

# Recognizing abuse in hotels

## Reviews:

Keep track of reviews on the well-known booking platforms and know what is going on in your hotel.

# Reporting abuse or suspicions thereof in hotels

## The police:

1. The community police officer: Know who your community police officer is and be accessible in contacts. You can find out who your community police officer is by checking: [www.politie.nl/mijn-buurt/wijkagenten](http://www.politie.nl/mijn-buurt/wijkagenten)
2. Reporting: Reporting can be done by calling 0800-8844 or report to your community police officer
3. Emergency situations of concern and nuisance: Call 112!

## Hotel Security Management

Report any young persons causing nuisance to the Hotel Security Management, including their name and photograph. Other hotels can then blacklist this person. This can be done via: <https://www.hsm-amsterdam.nl>

## Suspicions of prostitution and/or human trafficking (exploitation):

In case of any suspicion of prostitution and/or human trafficking (exploitation) you can contact:

1. The police: See above
2. Bestuurlijk Team Prostitutie (The Administrative Team for Prostitution): Tel. no. +31 (0)20 256 4102 / +31 (0)6 4814 9219  
Email: [prostitutie@amsterdam.nl](mailto:prostitutie@amsterdam.nl)
3. Koninklijk Horeca Nederland: Tel. no. +31 (0)348 48 94 89  
Email: [info@khn.nl](mailto:info@khn.nl)

## Information and training activities:

1. The full offer of training courses is available on [www.khn.nl/amsterdam](http://www.khn.nl/amsterdam)
2. Certified training course titled No Place for Sex Trafficking: [www.noplaceforsextrafficking.org](http://www.noplaceforsextrafficking.org)
3. Certified E-learning course on identifying exploitation: <https://hetccv.nl/onderwerpen/mensenhandel/e-learning-signalering-mensenhandel-hotels-en-vakantieparken>
4. Information film titled Please Disturb
5. Safety charts on Human Trafficking: <https://www.khn.nl/tools/veiligheidskaart-mensenhandel-nl>

 **Gemeente  
Amsterdam**

 **PLITIE**

**OPENBAAR MINISTERIE**

  
**Horeca**  
NEDERLAND