

# Tips for Employees

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

### Check-in:

- Check whether the reservation corresponds with the main guest's identity
- Also identify and register the other hotel guests
- Make use of the digital night register
- Do not accept any cash payments!
- Register the car's vehicle registration number if parking space is used
- Have the hotel guests sign the house rules and discuss the consequences for failing to comply with them

### Staff:

Always bear in mind your own personal safety.

- Be aware of nitrous oxide tanks
- Walk past the rooms likely to cause problems
- Take action if you smell weed or detect noise nuisance
- Check to see whether several young persons enter the hotel room later in the evening
- In case of nuisance, impose a hotel ban on all those present. You may call the police in case of any violations thereof

Keep a log book and enter all particularities and pass them on during a staff transfer.

**Please note: it will be extremely difficult to implement these tips for staffless hotels. So think carefully about whether and how you can adequately implement these tips in the case of staffless hotels.**

# Recognizing abuse in hotels

## Features of the check-in procedure:

- The check-in time is set between the beginning of the evening and midnight
- A guest usually arrives alone at reception and initially books a room for one night only
- The payment is done in cash. Any extensions are made on a day-to-day basis and are also paid for in cash
- The guest books a room but will not be staying in the room.
- The guest requests a parking ticket for the parking facility. Even if he or she does not have a car
- A potential sex worker is not necessarily dressed conspicuously during the check-in procedure
- Sex workers often request a secluded room. If a booking is made for several rooms, they often request for these rooms to be adjacent

## Features of the target group:

- It often involves young persons between the ages of 13 and 30
- Young women enter with several boys/men.
- There is no obvious 'relationship' to be established between the main guest and the other guest
- The person making the booking is always the same person with alternating persons
- The guests each speak different languages
- The main guest has the proof of documentation of the other guests
- Persons who are not checking in are always asking for the same room number. This is a risk-increasing indicator

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## 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/](http://www.politie.nl/mijn-buurt/)

## wijkagenten

2. Reporting: Reporting can be done by calling +31 (0)800 - 8844 or report to your community police officer
3. Emergency situations of concern and nuisance: Call 112!

## Lobby movements:

- Young women go directly upstairs
- Nitrous oxide tanks are ordered and delivered at the hotel
- Unknown guests walk in and out
- Several men walk in and out of the same hotel room

## Hotel rooms:

- The 'do not disturb' sign is placed on the hotel room door for more than one day
- The rooms are very warm and the curtains are continuously shut
- The small refrigerators in the rooms are filled with food
- There is a heavy demand for new towels and clean sheets
- Many condoms and lubricant are found when emptying the bins

## Reporting abuse or suspicions thereof in hotels