



## **Everything you need to know for a safe stay at Hotel Binnenhof.**

Due to the corona virus COVID-19, Hotel Binnenhof has taken appropriate measures to ensure the safety of our guests and employees.

We look forward to welcoming you and clarifying below what measures have been taken within our hotel.

### **Public areas**

- ✓ All public areas are regularly disinfected.
- ✓ Disinfectant hand gel is available at various places in the hotel.
- ✓ Please respect the distance of 1.5 meters.
- ✓ It is obligated wearing a mouth mask in public areas from the age of 12.
- ✓ Both the common parts, our corridors and rooms are limited in space, so we ask you not to share them with other guests or our employees.

### **Check-in: after 3 pm**

- ✓ Since we thoroughly disinfect the rooms after each stay, the room is available after 3 pm.
- ✓ Plexi screens are placed at the reception desk.
- ✓ Keys are disinfected before each use.
- ✓ We are happy to help you with all information for a pleasant and safe stay in Knokke-Heist.
- ✓ All tourist brochures, magazines have been removed at the reception, we are happy to help you personally.

### **Check-out: before 11 am**

- ✓ We kindly ask you to vacate the room, so that the housekeeping has enough time to disinfect the room.
- ✓ All our employees avoid hand contact as much as possible.
- ✓ Please pay as much as possible with the card.

### **Parking**

- ✓ On the day of departure, the parking must be vacated before 12:00.
- ✓ Hotel parking € 14 per night, per car.
- ✓ Please give the car keys to the reception.
- ✓ Street parking in front of the hotel, green zone, is paid parking during weekends, school holidays and public holidays between 11am and 7pm.
- ✓ If you bring your own bicycles, you can place them in the closed bicycle shed.

## **Rooms**

- ✓ When you leave the room, whether you stay 1 night or more, we always ask you to leave your window open.
- ✓ All additional guest amenities have been removed from the room and are available on request at the reception.
- ✓ For the safety of our employees, we ask you to leave the room so that the room can be cleaned.
- ✓ Please use the "Clean my room hanger", green side visible.
- ✓ Our employees wear mouth masks and wash their hands regularly.
- ✓ Extra disinfection of all surfaces and contact points

## **Breakfast between 08:00 and 12:15**

- ✓ We ask you to communicate your choice the day before.
- ✓ Please wait at the entrance of the breakfast room until we can appoint you a table.
- ✓ Disinfection of hands before entering and leaving the breakfast room.
- ✓ We are happy to serve you breakfast at the table.
- ✓ To allow everyone to enjoy breakfast quietly, we will work on reservation.  
(from 8:00 am till 9:15 am, from 8:30 am till 10:45 am, from 9:30 am till 10:45 am, from 10:00 am till 11:15 am or from 11:00 am to 12:15 pm)
- ✓ We kindly ask you to respect the distance between the placed tables and not to displace them.
- ✓ We can only serve hotel guests.

## **General**

- ✓ You can always contact the reception with questions or problems, we are happy to help you.
- ✓ For everyone's sense of security, our employees keep a close eye on everything.
- ✓ Our employees appeal to everyone's solidarity to jointly ensure a pleasant and hygienic environment.
- ✓ We are required by government agencies to maintain a contact tracing database, fully in accordance with the law of privacy.

If we follow these guidelines together,  
your stay will be in safe conditions.

**Welcome back to hotel Binnenhof**