



Dear Guest,

We are very pleased to welcome you to hotel La Réserve.

We would like to ask you to take note of the following guidelines so that we can welcome you in complete safety.

**General guidelines:**

- Keep a distance of at least 1.5 meters.
- Always maintain good hand hygiene by using the existing hand gels or by washing your hands regularly.
- Cough or sneeze into your elbow or into a paper tissue.
- Preferably contactless or electronic payment, avoid cash as much as possible.
- Wearing a mask is mandatory if you are moving around the hotel, except for children under the age of twelve.

**Public spaces:**

All public spaces are regularly disinfected.

**Elevators:**

Use of the elevator is limited to one person or one bubble per elevator.  
You can also use our staircase next to the elevator.

**Rooms:**

The cleaning of the rooms is performed according to the guidelines of the government.  
The cleaning of the rooms only takes place when you are not in the room.

**Breakfast:**

Breakfast is served in the breakfast restaurant.  
Please wait to be seated, you will be escorted to your table.  
An employee will serve you at the breakfast buffet.

**Room service:**

Your order will be placed at the door.  
When you are ready, you can put the items back in front of the door and contact the reception for collection.

**Bistro, Bar and Terrace:**

Please wait to be seated, you will be escorted to your table.  
When using these services, please write down your contact details on the appropriate form. This data is stored for a maximum of 14 days.  
There is only table service.



Limit your movements, just move to and from your table and toilets.

It is not allowed to go outside to smoke.

There is a maximum of 10 people per table.

There is no cloakroom available.

The restaurant and bar have a mandatory closing time.

**Swimming pool and wellness:**

These services are available again as of July 1<sup>st</sup> 2020.

When using these services, please write down your contact details on the appropriate form. This data is stored for a maximum of 14 days.

**Hairdresser:**

Reservations can be made by phone on 0476/68 27 51.

**Health complaints:**

General:

We will inform you prior to arrival of the rules regarding general health, the hotel is not allowed to let guests with health complaints who may indicate COVID-19 check in and refuse them entry.

Before arrival:

If you have symptoms that may indicate COVID-19 or if you have been in contact with a person with COVID-19 or symptoms indicating COVID-19 in the 14 days before your planned stay, please cancel your trip or move your stay to a later date.

During your stay:

If complaints arise during the stay, a doctor will be notified immediately and the necessary quarantine measures will be implemented.

After your stay:

If you test positive for COVID-19 14 days after your stay, please inform the hotel.

The above guidelines are subject to government law.

For general information about the coronavirus:

<https://www.info-coronavirus.be/>

For information regarding guidelines in Knokke-Heist:

<https://www.knokke-heist.be/coronavirus>

Tel: 0800/11 151



If you have further questions do not hesitate to contact us: [info@la-reserve.be](mailto:info@la-reserve.be)

Hotel La Réserve