



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.

Reception:

In accordance with the COVID-19 safety protocol, the following services are currently not available: baggage handling and valet parking service.

Rooms:

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

Room service:

Room service is available at the following times:

Breakfast from 8:00 am to 10:30 am

Your order will be placed at the door. When you are done, you can return the items to the door and contact the reception for collection.



Bistro, Bar and Terrace:

These services are currently closed due to government measures.

Swimming pool and wellness:

The swimming pool is accessible again from 01/12/20.

The other services are currently closed due to government measures.

Hairdresser:

This service is currently closed due to government measures.

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

Hotel La Réserve