



Dear guest,

We are delighted to be able to welcome you to the La Réserve hotel.

We kindly ask that you keep the following guidelines in mind so that we can welcome you in total safety.

#### **General guidelines**

- Wearing a mouth mask is no longer mandatory in the hotel, with the exception of a treatment in our Wellness or a visit to the hairdresser;
- Disinfect your hands using the hand gel dispensers, which are located in all public areas;
- Payments should preferably be made electronically or using a contactless debit/credit card – avoid cash wherever possible;
- Our staff continue to be provided with the necessary protective materials (eg. plexiglas screens, disinfecting hand gels,...);
- We will inform you before you arrive about the rules regarding general health. The hotel may not allow guests to check-in who have health complaints that possibly indicate COVID-19, and may refuse them access;
- If you have symptoms which may indicate COVID-19, or if you have had contact with someone who has COVID-19 or who has symptoms which indicate COVID-19 in the 14 days prior to your planned stay, please cancel your journey or reschedule your stay to a later date;
- If symptoms appear during your stay, we will immediately call a doctor and the necessary quarantine measures will be taken;
- If you test positive for COVID-19 during the 14 days after your stay, please inform the hotel.

#### **Public areas**

All public areas are regularly disinfected.

#### **Lifts**

We advise you to restrict the use of the lift to a maximum of 1 person or 1 support bubble. You can also use the stairs that are located next to the lift.

#### **Reception**

Following the COVID-19 safety protocol, the following services are currently unavailable: luggage handling and valet parking service.

#### **Rooms**

Rooms will be cleaned in accordance with the government guidelines.  
Your room will only be cleaned when you are not present in the room.



### **Bistro & bar**

We are delighted to welcome you in our Bistro and Bar.

Please take into account the following information:

- Bistro opening hours (inside):
  - Breakfast: kitchen is open from 07:00 to 10:30 (exclusively for residential hotel guests, no reservation obligation applies)
  - Lunch: kitchen is open from 12:30 to 14:30 (reservation is required)
  - Dinner: kitchen is open from 19:00 to 21:30 (reservation is required)
- Opening hours Bar (inside):
  - Open continuously from 11:00 to 01:00 in the morning (no reservation obligation)

Furthermore you can still use our room service to enjoy a culinary experience in your room (room service charges apply). There is a limited range of dishes from 23:00 to 05:00.

### **Terraces**

We are delighted to welcome you to visit our terraces between 7:00 and 01:00 in the morning.

- Opening times of the Bistro terrace:
  - Breakfast: kitchen is open from 07:00 to 10:30 (exclusively for residential hotel guests, no reservation obligation applies)
  - Lunch: kitchen is open from 12:30 to 14:30 (reservation is required)
  - Dinner: kitchen is open from 19:00 to 21:30 (reservation is required)
- Opening times of the Bar terrace:
  - Open continuously from 11:00 to 01:00 in the morning (no reservation obligation)
- In addition, the general government measures apply, which you can consult via the [protocol for the hospitality industry](#) (in Dutch) by Horeca Vlaanderen.

### **The Wellness**

- We are delighted to welcome you in our SPA-area (swimming pool, sauna, hammam, relax area and public showers);
- Body and facial treatments are again permitted from 03/05/21, and reservations are required. To make a reservation, please contact the reception on 050 61 06 06;
- Wearing a mouth mask during a treatment remains mandatory.

### **Hairdresser**

- The hairdresser's "Hairsalon by Melina" remains accessible. For all reservations, please contact the hairdresser's directly on +32 476 68 27 51;
- Wearing a mouth mask during a visit to the barbershop remains mandatory.

### **For information regarding guidelines in Knokke-Heist**

- Please consult: <https://www.knokke-heist.be/coronavirus> or call 0800 11 151

The above guidelines may change at any time, depending on decisions made by the Belgian government. If you are unsure about anything, do not hesitate to contact us via [info@la-reserve.be](mailto:info@la-reserve.be) or dial 050 61 06 06.

On behalf of the entire team at the La Réserve hotel, we hope that we can welcome you soon in our hotel.

Kind regards  
Hotel La Réserve