

Dear guest,

The health of our guests and team are paramount and with this in mind, we have implemented a range of modifications at the property. Measures have been taken to ensure social distancing throughout the estate, promising a safe and pleasant stay for all guests. We have outlined the procedures below, and in order to streamline the experience, we ask for your help and understanding.

### **HEALTH CHECK**

We can only honour reservations in our hotel and restaurants to those not displaying Coronavirus symptoms. We ask you to consider the following:

- Have you experienced one or more of the following symptoms, in the past 24 hours?

**Cough | Runny nose | Fever higher than 38° C | Shortness of breath**

- Is there anyone in your household suffering from a fever and/or shortness of breath?
- Have you been tested and diagnosed with Coronavirus in the past seven days?
- Has someone in your household been tested and diagnosed with Coronavirus who you have had contact with, while suffering symptoms, in the past 14 days?
- Are you self-isolating because you have had direct contact with someone who has been diagnosed with Coronavirus?

If the answer to any of the above questions is yes, please contact us regarding your reservation.

### **FACE COVERINGS**

All employees who are not working at a fixed location in our houses will be wearing a face mask. As a guest, you are not obliged to wear face coverings when seated at a fixed location. However, when standing or walking through our public spaces, we strongly advise all guests to wear masks. Thank you for your cooperation.

### **CHECK-IN**

To avoid possible queues, we kindly ask that only the lead member of the party checks in at reception.

### **BREAKFAST**

We will serve the breakfast at two locations on our estate: the Garden Pavilion and at Burgemeester Quicx.

A table for breakfast can be booked at either 8:00, 9:00 or 10:00 (or 11:00 during weekend days). We ask that you let us know as soon as possible via [info@stgerlach.nl](mailto:info@stgerlach.nl).

### **LUNCH**

Burgemeester Quicx, Coffee & More is open between 10:00 and 18:00 (lunch between 12:00 and 16:00). It is not possible to make a reservation.

Bistrot de Liège is open for lunch. We kindly ask that you make a reservation in advance, via [info@stgerlach.nl](mailto:info@stgerlach.nl).

We will do everything we can to accommodate your requested time, but if this is not feasible, we will suggest an alternative. We ask for your understanding in these unusual circumstances.

### **DINNER**

It is possible to make a dinner reservation for Bistrot de Liège. Bistrot de Liège will serve the dinner in all venues of the château based on reservations made. The entrance of the bistrot is at the front-side of the château (via the gazebo)

Burgemeester Quicx also serves dinner with tasteful courses that match the lunch menu.

Pop-up Restaurant Château Neercanne

In the St. Gerlach Pavilion our colleagues from Château Neercanne have created a pop-up restaurant, in which you can enjoy a five-course dinner from Wednesday to Sunday.

Have you not yet made a reservation, we would like to kindly ask to make a reservation via [info@stgerlach.nl](mailto:info@stgerlach.nl)



## **SPA & WELLNESS**

Spa & Wellness St Gerlach is open daily from 08:00 to 18:00. Due to RIVM regulations only a limited number of guests can make use of the pool at the same time. We therefore ask that you make a reservation prior to your visit. To book please contact us via, [info@stgerlach.nl](mailto:info@stgerlach.nl).

Pool reservations are for a maximum of one hour.

Please keep 1.5 meters distance from any other person outside your household (children and young people up to the age of 18 can be closer together than 1.5 meters).

We have our usual children's hours between 13:00 and 15:00.

Unfortunately, the showers, changing rooms and lockers remain temporarily closed. We kindly ask guests to arrive at Spa & Wellness in swimwear and without personal belongings.

The Turkish bath and sauna are opened upon reservation.

Spa & Wellness treatments, including pedicures, manicures and massage are available by reservation only. For more information please contact us via email: [info@stgerlach.nl](mailto:info@stgerlach.nl)

We thank you for your cooperation.

We are looking forward to welcome you at Château St. Gerlach.