

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 hotel, 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 & CHECK-OUT**

On arrival we kindly ask you to take a seat in one of the designated lounges, where a member of staff will go through check-in and inform you about the changes within the hotel. During this process we will authorise your credit card, prior to sending an invoice by email on the morning of your departure.

Once you have agreed the bill, we ask that only one person from your party checks out at the hotel reception. During this time, electronic payments are preferred.

### **BREAKFAST – LUNCH – DINNER – BAR**

In order to ensure social distancing, we ask that you make a reservation with a specific time slot, if you wish to have breakfast, lunch and dinner, drinks in the hotel bar or access to the courtyard.

On Friday, Saturday and Sunday, in addition to the Kruisherenrestaurant, we currently have a new dining concept in our courtyard, entitled The Greenhouse. Chef de cuisine Raymond Remmen of l'Auberge de Neercanne and his team will be serving a 4-course menu in heated and illuminated glass greenhouses. The Greenhouse matinee starts at 16:30 and ends at 20:00.

Room service is available and will be delivered at an agreed time. We will knock on the door and step back so that you can safely collect your meal.

### **HOUSEKEEPING**

In order to respect the 1.5-metre distancing staff will not enter your room when occupied. With this in mind we offer three options for room cleaning:

- Once daily, during the day
- Twice daily, during the day and at evening turndown
- No cleaning. For this option we will provide sufficient supplies, including towels, prior to check-in. Additional services are available upon request

We are happy to arrange a specific time for cleaning to ensure we only enter when the room is vacated.

### **VALET PARKING SERVICE**

For those requiring valet parking, we want to assure you that all contact surfaces, such as steering wheel, gear stick, handles and seats are thoroughly cleaned with hygienic wipes.

### **ADDITIONAL MEASURES**

We request that where possible guests use their in-room toilet, although the lobby toilets will be available and regularly cleaned.

Our team are always on hand to answer any questions. To limit numbers congregating in the lobby we suggest using either the in-room telephone or our WhatsApp service on +31 (0) 6 15 49 24 27

We have implemented a one-way system on the stairways in both the church and cloister.

For guest use, disinfectant hand gel and gloves are located throughout the property



Our management team monitor the health of all employees, daily. Any member of staff who has been in contact with someone infected with COVID-19 or displays symptoms will be asked to stay at home. We rely on our guests to display the same level of caution.

We uphold the 1.5-metre social distancing guidelines throughout the hotel, including in the restaurant, bar and across all interactions with the team and between employees.

As ever, we will ensure that you have everything you need to enjoy your stay at Kruisherhotel Maastricht.

Do let us know if there is anything else further we can do for you.

With hospitable regards,

Floris Kemper  
Director / Host