

Dear Guest,

Despite the loosening of the Covid measures, there are still some measures you need to consider when staying in our hotel or restaurant.

ENTRY PASS

When you arrive at the hotel or at one of our restaurants, we will ask you for an entry pass. This can be done through the CoronaCheck-app or through the QR-code on an official Corona paper entry pass.

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.

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.

The hotel bar is open from 10:00 to 16:00.

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

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.

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

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

With hospitable regards,

Desirée Dils
General Manager