



Dear guest,

All procedures are, and will be where necessary, adjusted based on the guidelines provided by the National Institute for Public Health and the Environment and other governmental institutions. Let's make it a pleasant together.

#### General information about hygiene

- We are maintaining a schedule of multiple sanitation cleanings daily to ensure safe and comfortable environments for you and our teams.
- In all communal spaces we have placed hygiene stations with for example disinfectant gel and wipes.
- We have added hand sanitizing wipes to each room for your personal use.
- The health of our team members is being carefully monitored. Any team member that has any reason to believe they may have been exposed to COVID -19 or the flu, or are showing symptoms of either, will not be present on property.
- Together we respect the 1,5 meters social distancing rule.
- If in any case, front or back of house, it is not possible for our teams to keep 1,5 meters distance from each other we have made available all sorts of solutions such as wearing masks and separation screens.

#### Arrival and departure procedures

- We ask only one member per family to check in.
- When using Valet Parking at Kruisherhotel: contact surfaces in the car like the steering wheel, gear shift and chairs will be sanitized before we hand over the keys back to you.

#### Housekeeping

We want to provide you the highest level of service and attention, but we understand if you prefer to limit team members entering your room. To accommodate personal preferences, we are offering different options for housekeeping services such as full daily service or no service throughout your stay. Upon your arrival we will discuss your personal preferences.

#### Restaurants:

- To ensure a pleasant and safe restaurant experience, table spacing has been adjusted to allow for 1,5 meters between tables.
- Should you prefer to have your meal in the comfort of your own room, our restaurant menus are also available for room service.



*Spa & Wellness (Château St. Gerlach)*

- The swimming pool, sauna and steam room are open.
- Using the pool, sauna and steam room are only upon reservation and only for one hour at a time.
- A maximum of 10 guests are allowed in the pool at the same time. No children and adults can be together in the pool at the same time. So children can only be in the pool during 'Kids hour'.
- Spa treatments are available and our team wear masks.
- Changing rooms and showers are not available. Please shower en change in your room before coming to the pool.