



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.

Face coverings

According to current government guidelines, face masks or coverings are required in indoor public spaces. We kindly ask you to respect these guidelines. All employees who are not working at a fixed location in one of our properties will also wear a face mask.

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:

Due to current government restrictions our restaurants and hotel bars will remain closed. So that you can still enjoy delicious food, we have put together a takeaway menu for breakfast, lunch and dinner.

Spa & Wellness (Château St. Gerlach)

The indoor pool, sauna and Turkish steam bath also being closed. Spa & Wellness treatments are available by reservation only. Spa & Wellness St Gerlach is open daily from 10:00 to 18:00.