



# We Welcome

We Clean

We Care

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Due to the corona virus COVID-19, Hotel St Pol has taken appropriate measures to ensure the safety of our guests and employees.

Since we also have to comply with the legal regulations, our service and facilities will look different, but you can count on our hospitality more than ever.

We look forward to welcoming you and clarifying below what measures have been taken within our hotel.

You can always contact us via WhatsApp or by telephone for any questions.  
Of course we are also available to you (1.5m away).

**Everything you need to know for a safe stay at Hotel St Pol Knokke.**

## Public areas.

- ✓ All public areas are regularly disinfected.
- ✓ Disinfectant hand gel is available at different places in the hotel.
- ✓ We use one-way traffic as much as possible.
- ✓ There is a separate hotel entrance and exit with a clearly marked route.
- ✓ We ask you to wear a mask in public areas from the age of 12 years.
- ✓ Masks are available with us for € 1.00 / piece.
- ✓ The public areas, our hallways and rooms are limited in it space, so we ask you not to share it with other guests or our employees.
- ✓ Priority rules in the corridors.
- ✓ Our rental bicycles: keys and bicycles are disinfected before and after each use.



**After 15.00 pm**

- ✓ Please report your arrival time in advance.
- ✓ During the check-in procedure we ensure that there are as few as possible contact moments.
- ✓ Please keep the distance, we can only proceed the check in per reserved room.
- ✓ Since we thoroughly disinfect the rooms after each guest, the room is available after 15.00 pm
- ✓ We would like to welcome you before 21.00 pm, due to the imposed contact tracing of the government we need to register every guest.
- ✓ Plexi screens are placed at the reception desk.
- ✓ Key cards are disinfected before each use.
- ✓ We are happy to help you with all information for a pleasant and safe stay in Knokke-Heist.
- ✓ With direct reservations you will still be offered a VIP-Guide, which gives you benefits in shops and restaurants. #savethesummer #savethehoreca
- ✓ All tourist brochures, magazines were removed at the reception, we are happy to help you personally or you can always find information via our hotel app.



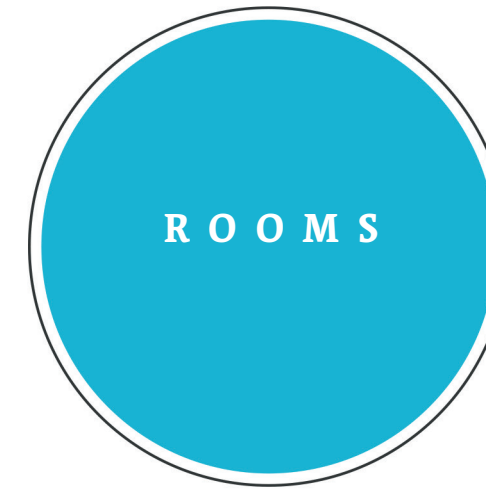
**Before 11.00 am**

- ✓ We kindly ask you to empty the room before 11.00 am, because we have to respect the imposed time between changing rooms.
- ✓ Please keep the distance and only 1 person per room to proceed the check out.
- ✓ All our employees avoid hand contact as much as possible.
- ✓ Please pay as much as possible with the card.
- ✓ The invoice will be sent to you by email.
- ✓ Reprogramming the key card if you want to use the parking during the day.
- ✓ Disinfecting the key cards.



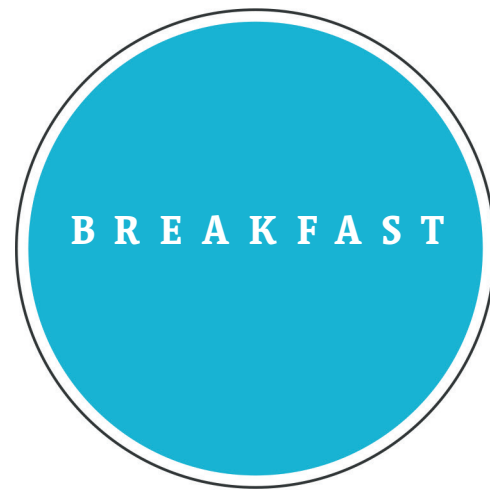
## PARKING

- ✓ Please reserve your parking space in advance.
- ✓ On arrival you can drive up to the barrier and ring the bell.
- ✓ You can use the parking all day on the day of arrival and departure.
- ✓ Hotel parking € 12.50 per night, per car.
- ✓ Parking on the street in front of the hotel, green zone, is paid parking during the weekends, school holidays and public holidays between 11.00am and 19.00pm.
- ✓ If you bring your own bicycles, you can place them in the closed bicycle garage with charging points.



## ROOMS

- ✓ When leaving the room, whether you are staying 1 night or more, we ask always leave your window open.
- ✓ All additional guest amenities have been removed from the room and are on request at the reception.
- ✓ No paper, only information via an app.
- ✓ Please use the “Clean my room hanger”, orange side visible.
- ✓ Our employees wear masks and gloves.
- ✓ Extra disinfection of all surfaces and contact points.



### **Between 8.00u en 10.30u**

- ✓ Please wait at the entrance of the breakfast room until we can look for a table for you.
- ✓ Disinfect the hands before entering and when leaving the breakfast room.
- ✓ We regret that the buffet breakfast is not possible due to the imposed measures.
- ✓ We are happy to serve you your breakfast formulas at your table, you can order your desired breakfast the day before .
- ✓ In order to let everyone quietly enjoy the breakfast, we will work by reservation.
- ✓ To guarantee the safety of everyone, max. 4 pers. from the same family will be allowed per table.
- ✓ The tables are placed according to the room occupation and number
- ✓ We kindly ask you to respect the distance between the placed tables and not to move.
- ✓ With good weather, you can still take breakfast outside with the same rules.
- ✓ We can only serve hotel guests.



### **#SafeButFun**

- ✓ If you have any questions or problems, you can always contact Ilse, Robin or Nathalie at the reception, we are happy to help you.
- ✓ For everyone's sense of security, our employees keep a close eye on everything.
- ✓ Our employees appeal to everyone's solidarity to jointly ensure a pleasant and hygienic environment.
- ✓ Every day there is a short discussion with all employees.
- ✓ All our employees have been specially trained.
- ✓ We are required by government to maintain a contact tracing database, fully in accordance with the law of privacy.



**If we follow these guidelines together,  
your stay will be in safe conditions.**

**We are convinced that we can count on your cooperation!**

**Enjoy your holiday!**

**Welcome back  
Ilse & Robin  
Nathalie  
Group-F**

