



# 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.
- ✓ Face masks are compulsory from the age of 12 in public areas..
- ✓ 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.



## HOTEL 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.
- ✓ If you arrive before 3 p.m., you can report to the reception, we will gladly give you all information for your stay and a key card for the car park.
- ✓ 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.



## CHECK-IN ROOMS

### After 15.00H

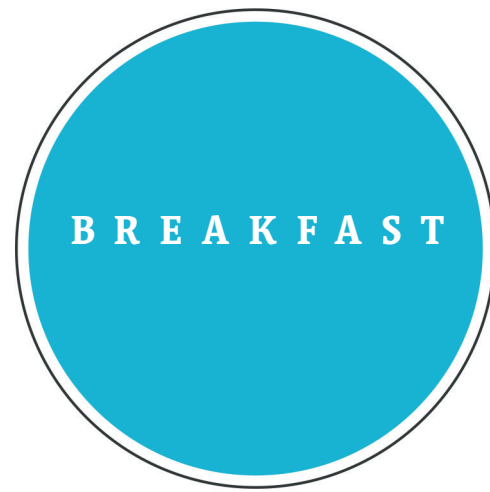
- ✓ Please report your arrival time in advance.
- ✓ During the check-in procedure we ensure that there are as few as possible contact moments.
- ✓ Please keep the distance, we can only proceed the check in per reserved room.
- ✓ According to the area, only 2 people are allowed in the reception.
- ✓ Since 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.



- ✓ If you bring your own bicycles you can place them in the closed bicycle storage.
- ✓ Please report this to the reception so that we can activate the key card of your room for access.
- ✓ The bicycle garage is equipped with bicycle racks and charging points for electric bicycles.
- ✓ Our bicycle garage is available free of charge.

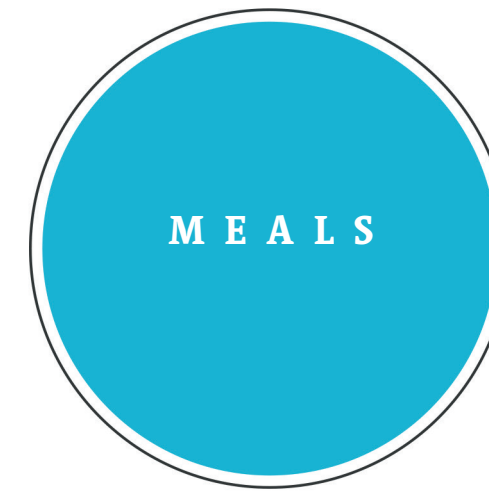


- ✓ Our Rental Bicycles: keys and bicycles are *desinfected* before and after each use.
- ✓ We have a few bicycles for rent at the hotel.
- ✓ Cycling routes are available at the reception.
- ✓ 1 hour: € 6,00
- ✓ Max 4 hours: € 8,00
- ✓ 1 day : € 14,00
- ✓ 2 days: € 22,00
- ✓ Bicycles cannot be reserved in advance.



### **Between 8.00H and 10.00H**

- ✓ We regret that the buffet breakfast is not possible due to the imposed measures.
- ✓ We are happy to serve breakfast as a take-away formula.
- ✓ The night before, you must give your breakfast card at the reception before 9 pm
- ✓ We ask you to reserve a time, as we can not serve everyone at the same moment.
- ✓ At the reserved time, the trays are ready to pick up at the reception.
- ✓ These are two trays per room.
- ✓ After your breakfast, please return the trays to the reception.



- ✓ All meals must be consumed in the room
- ✓ Our breakfast room and terrace are compulsorily closed.
- ✓ All rooms are equipped with an extra table and two chairs.
- ✓ On [myknokke-heist.be](https://myknokke-heist.be) you can find the list with take-away / delivery.
- ✓ Please take into account that at busy times you will be able to get your places an order in the restaurants, waiting times can be longer.
- ✓ Some dishes are available in the hotel that we can reheat for you.
- ✓ Microwave ovens are available to reheat, not prepare.
- ✓ You must heat up yourself your own catering dishes, we can't legally take this responsibility.
- ✓ There is no facility to prepare or fry dishes.
- ✓ Plates, cutlery, glasses are available for use in the hotel.
- ✓ Please bring everything to the reception after use for odor nuisance in the room and general cleanliness in the hotel.



### **Before 11.00AM**

- ✓ We kindly ask you to empty the room before 11.00 am, because we have to respect the imposed time between changing rooms.
- ✓ Late Check-out after 11 AM is subject to availability and additional costs.
- ✓ Gelieve de afstand te bewaren en enkel 1 persoon per kamer om uit te checken.
- ✓ 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.



- ✓ 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.
- ✓ Our employees wear masks and gloves.
- ✓ Extra disinfection of all surfaces and contact points.
- ✓ Please use the “Clean my room hanger”, orange side visible, if you want your room to be cleaned.
- ✓ Please use the “Clean my room hanger”, orange side visible, if you don't want your room to be cleaned.



### **#AllYouNeedInOnePlace**

- ✓ Download our hotelapp “hotel st pol superior” to make your stay even easier..
- ✓ iOS en Android compatible.
- ✓ General information, tourist information, list of all restaurants, sights, ...
- ✓ All you need in one place



### **#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 briefing 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.
- ✓ In case of non-compliance with the measures, we reserve the right to refuse access to the hotel or to contact the police.



**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 - Managers  
Nathalie & Emma - Frontdesk  
Group-F - Housekeeping**

