



HISTORIC HOTELS BELGIUM

# CORONA MEASURES

## WHAT WE DO TO ENSURE YOUR SAFETY

Historic Hotels Belgium ( Ghent River Hotel, Hotel de Flandre, Hotel Monasterium PoortAckere, Hotel Gravensteen ) gives high priority to the health and safety of our guests and employees. We do everything in our power to prevent risks of contamination and spread. In order to welcome you as safely as possible, we are fully adapted to the new situation. The guidelines and recommendations of the Belgian government are followed in order to guarantee you a carefree and safe stay. Below you will find the measures that we have taken in our hotels as well as some rules that we ask our guests to follow. These measures may vary from hotel to hotel depending on the situation.

### GENERAL

- We follow government guidelines and recommendations.
- All hotels are provided with information about COVID-19 and management instructions.
- Changed protocols for cleaning and hygiene.
- Regular disinfection of exposed surfaces such as door handles, card terminals and elevator buttons with antibacterial products. Additional cleaning of toilets.
- We offer our guests disinfecting gel in public places (entrance, toilets, elevator...).
- Gloves, mouth masks and small bottles of hand sanitizers are available at the reception desk.
- Compliance with procedures for dealing with colleagues who are ill.
- In several places we have placed markings to keep the social distance of 1.5m. May we ask you to follow these markings.
- A clear routing to move around the hotel
- Timely reservations for restaurants and tourist attractions are highly recommended.



### RECEPTION

- Our receptionists work behind a plexiglass.
- All other employees wear gloves and a mouth mask.
- We provide contactless or electronic payment (if payment is made in cash, please provide the exact amount) at check-in.
- Check-out automatically with a dropbox for your room key

### ROOMS

- Appropriate procedures are implemented for the cleaning and hygiene of the room.
- Your room will be cleaned with disinfectants.
- All minibars are emptied after ministerial decision.



### BREAKFAST



- You can choose to have breakfast in our breakfast room or a breakfast to take away. (this is different for each hotel, and will be explained to you at the time of your reservation)
- Breakfast can be served every day between 6.30/07h00 and 10h00 and on weekends from 07.30/08h00 to 11h00. The specific hours per hotel can be found on the website.
- The hotel asks you to wear a mouth mask when entering the breakfast room and other public places.

### CANCELLATION/ILLNESS

- To reassure you in this uncertain period, Historic Hotels Belgium offers you the possibility to cancel free of charge up to 48H before arrival. You can always change your booking to a later date free of charge.
- May we ask you to cancel your reservation if you suffer from complaints such as a cold, runny nose, sneezing, sore throat, light cough, body temperature higher than 38°C, your reservation free of charge to book at another time.



### STAY SAFE WITH HISTORIC HOTELS BELGIUM



GHENT RIVER HOTEL

[www.ghent-river-hotel.be](http://www.ghent-river-hotel.be)

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0032 9 266 10 10



HOTEL GRAVENSTEEN

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info@gravensteen.be  
0032 9 225 11 50



HOTEL DE FLANDRE

[www.hoteldeflandre.be](http://www.hoteldeflandre.be)

info@hoteldeflandre.be  
0032 9 266 06 00



MONASTERIUM  
POORTACKERE

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SEE YOU SOON IN ONE OF OUR HOTELS

