

## Sanitary measures at HAPPY GUESTHOUSE against the spread of the Covid-19 virus to protect our guests and our staff



### Safety & equipment

- The staff respects the safety protocol established by the local authorities.
- Staff members have received training via "Horeca be pro" to ensure compliance with safety and hygiene rules.
- Shared accessories (comic books, city guides, pencils, paper, ...) have been removed from the bedrooms. The others are disinfected after each use.
- The hydroalcoholic gel is available at the entrance of the establishment.
- The room key and access badge are disinfected at check-in.
- Contactless or online payment is preferred.
- The establishment reserves the right to deny access to a person who is ill or showing symptoms of covid-19.
- Guests should inform the establishment up to 14 days after their stay about their state of health, if symptoms of covid-19 appear.



### Cleaning

- We use effective and certified cleaning products to disinfect rooms and common areas.
- Rooms are disinfected after each stay. There is no room maintenance during the stay.
- When cleaning the rooms and common areas, each staff member is equipped with a mask and disposable gloves.
- We ask guests to turn off the heaters and open the windows when they leave their rooms.
- Towels and bed linen are washed at a high temperature (90°). We also respect distances between clean and dirty linen.
- Used masks and handkerchiefs must be thrown in the dustbin.
- The common areas and all contact points in these areas are disinfected daily.



### Social Distancing

- Rules and physical distance markings present in the establishment
- Keep a 1.50m distance from guests and staff
- Wearing a mask is **mandatory** in the common areas and upon arrival (staircase and ground floor).



### Security & breakfast

- Breakfast is served at the ground floor large table (where the rules of distance will be respected) upon reservation of the desired time slot and according to availability. Two distinct time slots are proposed; the first one between **8h00 and 8h45** and the second one between **09h00 and 09h45**.
- Plates, cutlery, glasses and cups and other dishware are disinfected.

For everyone's health, thank you for following these instructions!