



Your stay at Destelheide & Hanenbos

Measures and guidelines

Yes, we are allowed again!

We are ready to offer you a fantastic and well-deserved stay in the best conditions.

Below, you will find some guidelines and tips to make your stay as pleasant as possible.

We would like to ask you to read and follow them carefully. The success of these extra measures depends on the joint efforts of all parties involved.

We wish you a fantastic stay in Destelheide and Hanenbos!





Basics

- **Keep at least 1,5 metres apart.**
- **Wash your hands often and carefully. If necessary, use disinfectant gels.**
- **Stay home if you are sick or if you are living with someone who is infected.**
- **Cough and sneeze into a paper handkerchief or into your elbow.**
- **Touch your face as little as possible.**
- **Ventilate continuously and air space as often as possible.**

General principles

- Avoid contact with other groups. When in contact with employees of Destelheide or Hanenbos, maintain a distance of at least 1,5 metres.
- Ventilate all rooms continuously (by leaving windows and doors ajar or tilted). Ventilate several times a day by opening windows and doors wide for a while.
- Please observe the rules regarding social distancing, the hygiene instructions on the posters and the one-way strips and floor stickers in the buildings.
- Disinfectant gel is provided at the entrance of the various buildings, the Bar and the Restaurant. Use this as much as possible.

Prior to your stay

- We will send you the necessary guidelines and documents in advance by e-mail.
- It is possible that adjusted arrival or departure times will be agreed upon.
- Complete the documents that we will send you digitally before arrival and email them to us before your stay: list of participants (per contact-bubble, if applicable) and signed reservation overview.
- You must provide your own essential materials: hand soap, paper towels, handkerchiefs, disinfectants, alcohol gel, face masks, first aid kits...If you require something extra, materials are available for purchase at the Reception.
- We ensure that your accommodation and all loaned or sports equipment is carefully cleaned and/or ventilated before your arrival.

Arrival and departure

- Only one person reports to the Reception for check-in. The rest of the group waits outside. In rainy weather, you can immediately go to the reserved rooms or sleeping quarters.
- In Destelheide, luggage can still be stored in room 010. We use single direction: entrance through the hall, exit through the gate.

During your stay

• Meals at the Restaurant

Sufficient distance is provided between different groups. It is also possible that adapted mealtimes will be agreed to.

• Bar and Cafeteria

The Bar and the Cafeteria are, if applicable, assigned to your group separately. Clean the tables and counter tops after each use. In Hanenbos, you can have drinks delivered to one of your premises. During the day, you enter the Bar through the main entrance, exit the Bar via the terrace.

• Coffee break

The coffee break is organised in shifts, or you can pick up from the kitchen or the Bar. Pick-up times are agreed upon for this.

• Stairs and elevator

Keep to the far right if you have to use the stairs. Only on the stairs to and from the Bar in Destelheide: keep to the left.

Avoid crossing on the narrow stairs. Here, priority is given to ascending persons, just like in traffic. If really necessary, the elevator of Hanenbos will be used by a maximum of 1 person at a time.

• Corridors

Respect the one way traffic in the corridors. Keeping to the right is the rule. Except for the corridor to the Restaurant in Destelheide. There, we keep left.

• Purchases

We prefer electronic payments over cash.

• Lending materials

Educational workbooks are offered digitally for use on tablets or smartphones. If you need lending materials at different times during your stay, you must keep these materials during your entire stay.

You can consult this information as well as a more elaborate version of our Corona guide on www.destelheide.be/en/covid-19 and www.hanenbos.be/en/covid-info.

