

MESSAGE FOR GUESTS AT GUESTHOUSE DE **RODE HAAS**

The guesthouse has been **cleaned** and **sanitized** prior to your arrival, in accordance with the government guidance on cleaning to prevent the spread of the COVID-19 virus. We clean and sanitize the light switches, door handles etc... in the common areas every day.

We kindly ask for your cooperation in keeping the guesthouse clean and COVID secure.

To that end may we please draw your attention to the applicable safety precautions below and ask you to follow the instructions.

1/ On a personal level:

- Wash your **hands regularly**.
- A cough or sneeze? Use a **paper handkerchief** and then dispose of it immediately in the bin provided.
- Whenever you leave your room, **respect the 1.5 metre distancing rule**. Wear your **face mask** (compulsory in hotels, restaurants, bars, on the bus, tram and train).
- **Avoid physical contact** with anyone other than your travel companions.
- If you **feel ill**, contact the staff.
- **Avoid cash** and use bank transfers or electronic payment. Our **payment device** will be sanitized after each use.

2/ In the guesthouse – common areas / in your room:

- Every time you enter or leave the guesthouse **wash or sanitize your hands**. There is a hand sanitizer dispenser available in the hallway.
- **Your key has been sanitized**. Keep it on you during your stay. At check-out deposit your keys in the provided **container** in the meeting room.
- **Avoid touching surfaces** on the way to your room.
- **Ventilate** your room **daily**.
- **Magazines**, tourist guides and promotional material have been removed, we are happy to provide you a package **on request**.
- The **toilet** facility on the ground floor is not accessible.

3/ Our services:

- During your stay, your **room will not be maintained daily**. Use the provided sealable bags to put **waste** or **dirty bath linen** outside your room when you leave. Make sure you seal the bags properly. If you need **extras** (e.g. toilet paper etc...) let us know. We will provide fresh bath linen, new sealable bags and requested extras in a sealed bag in front of your door.
- The minibar is not stocked. We are happy to provide **drinks** and **snacks** on check-in.
- We offer **no laundry service**.

4/ Breakfast:

- **Sanitize your hands** before entering the breakfast room. There is a hand sanitizer dispenser available in the breakfast room. Wear your **face mask** until you are seated at the table.
- Breakfast buffet is not allowed. **Order your breakfast online in advance** (no later than the evening before) You will get a link to the online order form together with the confirmation of your room.
IMPORTANT: on the online order form, don't forget:
 - to check the **box** "room service" or "breakfast room"
 - to indicate the **time** you want to have breakfast
- A total of **3 guests at once** can have breakfast in the breakfast room. If more guests would like to have breakfast in the breakfast room, we will organise breakfast in **shifts**. Please follow our instructions.
- We wear a face mask and gloves while preparing and serving your breakfast.

5/ the proprietors:

Our service and facilities will seem different as we too must adhere to the government guidance, but please be assured that now, more than ever, you can rely on our **hospitality**.

You can contact us by phone at any time if you have a question. We will, of course, also come to your assistance (at a distance of 1.5 m) should you need us.

Your stay will be safe and secure, provided we all **follow the instructions**.

We know we can count on your cooperation!

Enjoy your stay!

Cathy & Johan

