

## Health regulation

### ABC Bütgenbacher Hof

The file with all the information about our hotel cannot be placed in the rooms following the government actions about the coronavirus. Therefore, we have uploaded it on our internet page. If you want to have a look on it, you can use our QR-code or you can go to our internet page on [www.hbh.be](http://www.hbh.be) -> category „Rooms“.



### Bar ☎ : 200

According to the regulations dated 28-10, the bar must remain closed until further notice. We shall be pleased to bring something for you to drink to the room. You can scan our bar card with the QR code or access via our website [www.hbh.be](http://www.hbh.be) -> heading Restaurant



### Fitness

According to the regulations from 28<sup>th</sup> October, we must close the fitness room.

### Hygiene and cleanness

The public spaces have always been cleaned every day. A new thing is that we disinfect all the spaces with the matching products – and this several times per day. Furthermore, we air our rooms regularly with some fresh country air.

We ask you to wash your hands regularly. In addition, we have distributed disinfectant in the public spaces for daily use.

### Masks

According to the regulations, all our members of staff must wear a face mask. Our guests have also to wear a face mask in all the public areas (when you go to your table, to the toilets, to the room, to the breakfast buffet, etc. In a word: You must wear a face mask when you are not sitting at your table.

### Reception ☎ : 200

We ask you to use the main entrance for the check-in. The entrance has been marked with some chestnut leaves which are placed in a distance of 1.5 meter. Please also maintain the distance if there is a throng of people. You can also pay your bill on the evening before so that there will be less people on the day of departure. On the day of departure, please bring your luggage to your car by using the side door. Then, we ask you to that only 1 person per family comes to the main entrance to pay the bill.

### Restaurant ☎ : 200

According to the governmental regulations, the restaurant must remain closed until further notice. We came up with a concept that nevertheless allows us to spoil you with culinary delights. Breakfast and dinner will be served in a cosy atmosphere in your room.

Breakfast is served in your room between 8:00 and 9:30 am. The day before you will receive a breakfast list from us, on which we ask you to make your selection. We will collect the list while serving dinner.

We start serving dinner between 18:00 and 19:30. Please inform us upon arrival or during breakfast, when we may start serving. At the appropriate time, we will call you first on your room and ask for the aperitif and drinks, which we will bring to your room immediately. The first course will be served 20 minutes later. All further courses will follow in 20-minute intervals. If this is too fast for you, please let us know. During dinner service, the room door must remain open.

The menu card for the evening meal is already waiting for you in your room when you arrive. Here you will find an adapted wine recommendation and a QR code for the complete wine list. We kindly ask you to inform us about any intolerances and allergies, or if you do not like something, before dinner.

Do not worry, we do not want you to get hungry during the day either. We are happy to offer you snacks, which we will also bring to your room. You can view our current snack menu under the following QR code:



**Telephone number for orders or other requests: 200**

*We are very pleased to finally be here for you again after such a long period. We kindly ask you, dear guests, not to bring any drinks or food from home, but to let us pamper you completely.*

## **Terrace**

As we do not have a covered outdoor area, we do have to adapt the conditions to the weather. When the weather is good, we are happy to serve all snacks on our terrace during lunchtime. Dinner, on the other hand, will still be served in the room, even if the weather is good, until we can reopen our non-weather-dependent restaurant rooms.

## **Rooms**

Please open the windows when you leave your room for the check-out so that they air already before the ladies of the housekeeping come to clean them.

## **Swimming pool**

Our house guests can use the swimming pool. The daybeds are regularly disinfected. You also have to keep some regulations:

1. The daybeds can only be used with a towel as a mat;
2. It's a duty to take a shower before you go to the swimming pool;
3. It's very important to respect the safe distance of 1.5 meter. It is not allowed to move the daybeds. If there is a free daybed next to a person you don't know, you cannot use it;

It is difficult for us to control if the safe distance is respected in the swimming pool. If there are some guests who do not respect the regulations, don't hesitate to tell them for your own well-being.

## **Wellness (Finnish sauna, whirlpool, steam bath)**

Unfortunately, we are not permitted to open the wellness zone to all of our guests. So that you don't have to completely miss out on the chance to relax, however, you will have the opportunity to make private use of the wellness zone for 40 minutes. We shall be pleased to heat the sauna for you between 08:30 and 22:00. Following each appointment, the wellness zone is cleaned and ventilated by our staff. Please reserve your sauna appointment before arrival or at the reception desk.