



TERHILLS

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Terhills Hotel – Covid-19 Guest Protocol

Our "guest protocol" is designed to ensure that our hotel guests can enjoy a relaxing stay at the Terhills Hotel in the best possible conditions and make maximum use of the available facilities.

The Protocol has been drawn up in accordance with the guidelines of the World Health Organisation, the F.O.D. Public Health, the F.O.D. Employment, Labour and Social Consultation as well as the other relevant authorities and also takes into account imposed measures and specific recommendations for the HOSPITALITY INDUSTRY.

The protocol uses the necessary authorised disinfection and other means, personal and static protective materials and procedures to help us ensure the safety of both our guests and our staff.

We ask our guests to carefully review this protocol before staying at the hotel.

- 1. Guests are asked to book the stay at the hotel in advance, either through the hotel's website or through another hotel website, or by phone or email. According to our current hotel policy, guests who booked directly through the hotel can cancel until 11am on the day of arrival.*
- 2. All guests who have booked a stay at the hotel must be in good health. This means that we ask our guests not to come when they have symptoms such as coughing, sneezing, runny nose, sore throat or fever. In addition, guests may not have had contact with persons infected with Covid-19 during the last 14 days. Even if guests show such symptoms during their stay, we use this guideline. This does not apply, of course, to occasional coughing or sneezing, but this must be done in accordance with the preventive Covid-19 hygiene measures (coughing in the elbow, use of paper handkerchiefs,...).*
- 3. Dispensers with hand-sanitized liquid, where possible without any contact required, are placed at the hotel entrance, the hotel staff entrance as well as at each lift entrance. Every hotel guest, every member of the hotel staff as well as every other person (supplier, external handyman,...) must disinfect his or her hands from one of these dispensers upon (re-entry) of the hotel.*
- 4. Guests are asked to respect the agreed time of arrival as much as possible. Upon registration at the hotel, as well as each time they re-enter the hotel during the stay, each guest undertakes to have a temperature measurement taken via a scanner provided. This also applies to hotel staff when starting their shift as well as to anyone else who occasionally enters the hotel. If the guest has just sat in the sun or made a physical effort, it is best to have a short acclimatization period of several minutes before scanning.*
- 5. If the temperature reading is less than 38°C, the guest can continue to enter the hotel. With a measurement of 38 °C or more, the guest will be asked to submit to a second temperature measurement by someone from the hotel staff and with a medical thermometer that immediately gives a new measurement. The temperature is still more than 38°C, a short acclimatization period will be taken before performing a 2nd and final manual measurement. If it is still 38°C or more, the guest will be obliged to cancel his or her stay at the hotel as well as any persons who are part of his or her "bubble" and who*



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also went to stay at the hotel or have already checked in the same day. Terhills Hotel applies this measure in the context of public health in general and that of its guests and staff in particular. Terhills Hotel will take the necessary steps to fully reimburse the cancelled guest if the stay was booked directly with the hotel. If the temperature measurement occurs during the stay and the final measurement is also 38°C or more, the guest and all guests who are part of his "bubble" must clean up, check out and leave the hotel with immediate effect. If there was a prepayment, the unused nights and any meals will not be charged. Hotel staff or occasional visitors will also be refused entry to the hotel or sent home at a final measurement of 38°C or more.

- 6. There will be no guided tours of the hotel on arrival for obvious reasons. Guests are also asked to bring their own luggage to the room as much as possible. Ditto on departure from the hotel. If this is not possible for certain reasons, we will assist the guests as far as possible.*
- 7. All hotel staff will regularly wash their hands with the appropriate soap and/or disinfectant during their shift. They will also use hand disinfectant when using shared products or equipment.*
- 8. Guests should always keep a physical distance of at least 1.5 metres in front of other guests who are not part of their "bubble" as well as the hotel staff, unless the staff is serving them. Keeping the distance should be done with respect as they stand in rows, use elevators and move around the hotel. Restaurant tables and other physical layouts were set up to ensure that the correct distance is maintained.*
- 9. Terhills Hotel will provide the necessary communication inside the hotel, as well as at the entrance outside, to remind guests and staff of the measures to be taken. The appropriate physical distance markings are also affixed to the floor or wall where necessary.*
- 10. All hotel staff received training on the COVID-19 safety and hygiene protocols, with more extensive briefings for staff with frequent guest contact, such as reception, housekeeping, room staff and other hotel operations. The training is repeated and adjusted regularly if necessary.*
- 11. Personal protective equipment, such as mouth masks and possibly gloves, are worn by all employees on the basis of their role and responsibilities, including rules of social distance cannot be guaranteed. Also in our kitchen mouth masks as well as gloves are required for the staff. The correct handling of this personal protective equipment is an integral part of the training given to staff on the COVID-19 safety and hygiene protocols.*
- 12. Dedicated staff will disinfect all common areas in the hotel on a regular basis where necessary, such as elevators, bell knobs, handrails, toilets etc.*
- 13. Of course also in the rooms - in addition to the regular daily cleaning - the necessary disinfection will take place, with specific attention to door handles, light switches, sinks, shower, bath, toilet, taps, remote control, room phone etc. The housekeeping staff will work individually per room. Guests who stay for several nights and who do not wish the daily housekeeping of the room to happen should report it at the reception at the beginning of their stay.*
- 14. Housekeeping and other hotel staff will never enter the room, even on request, when guests are in the room.*



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15. *In each room, the following things are not present at the moment for hygienic reasons, for which we ask for your understanding: decorative cushions and bedspreads, pen and paper, brochures and magazines.*
16. *We ask our guests to use the toilet in the room as much as possible. In the public toilets, guests must respect the maximum number of people allowed and clean their hands at the sink both before and after the toilet visit. In the public toilets there is a chip on which the hours of disinfection and cleaning are recorded by the maintenance staff.*
17. *The seating capacity in the restaurant, both for breakfast and for dinner, is limited. The table setting is arranged in such a way that the social distance rules are taken into account. Guests who wish/reserve breakfast and/or supper will be asked to reserve a "time slot" for the restaurant and to respect this time slot as well. Between the different times, the hotel staff has to disinfect the restaurant and the tables and carry out the new "mise en place". The guidelines regarding booking will be communicated to the restaurant as well as in the room.*
18. *Neither breakfast nor supper will be presented in buffet form. Terhills Hotel will provide the necessary alternatives to deliver the quality that is common in a 4-star hotel for both breakfast and supper and which takes into account the imposed requirements by the government. For breakfast there will be a choice between different packages. Anything that a guest has not consumed from the chosen breakfast package will be thrown away. The number of available starters, main and desserts for the evening meal will be limited. The available dishes will be displayed on a plasticized support that will be on a stand on the table in the restaurant and which has been disinfected since the previous guest.*
19. *Guests are asked to wear a mouth mask when entering the breakfast restaurant and the restaurant. When they sit at the table, the mouth mask can be taken off. When leaving the table, the guest must put on the mouth mask again.*
20. *Consumed meals and consumptions in the restaurant can be paid on site by credit or debit card. Of course, these can also be added to the hotel bill.*
21. *The hotel bar will remain closed according to the new guidelines. Those who wish to consume a drink must sit at a table and will be served at the table and in accordance with the guidelines.*
22. *Children under the age of 12 must be accompanied by an adult at all times in the hotel as well as at all outdoor areas of the hotel.*
23. *Items left by guests in the hotel's public areas will be removed immediately and kept in a sealed plastic bag at the front desk. The guest can make enquiries at the reception at any time whether his abandoned item has been recovered. However, Terhills Hotel cannot be held liable for loss or theft of personal items left behind by guests.*
24. *Guests who still have to pay for their stay can only do so by bank card (pins) or credit card. Unfortunately, cash payments cannot be accepted at this time.*
25. *Upon departure, it will be requested that one person per room leaves his contact details, this is: name and first name, telephone number and email address. This data will only be used for possible contact-tracing through the channels provided for by the relevant authorities. This is only if another guest or one of the hotel staff tested positive for Covid-19 and that person was also present at the time of the guest's stay at the hotel. The data*



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will be destroyed after 2 months and will not be used for other purposes, unless the guest has explicitly requested it.

- 26. Terhills Hotel respects the measures imposed by the relevant authorities with regards to Covid-19. If the competent authorities tighten certain measures, Terhills Hotel will comply. In the case of a relaxation of certain measures, Terhills Hotel will decide whether it will follow this relaxation. Terhills Hotel reserves the right to apply any stricter measures.*
- 27. Finally, Terhills Hotel asks its guests to understand this unprecedented situation and the measures taken. In these difficult circumstances, the hotel staff will take the necessary steps to ensure that the guests' stay is as pleasant as possible and strives to offer guests an experience expected from a hotel of its status. If you have any questions, comments or suggestions, we ask our guests to discuss them with the hotel reception both before and during the stay. The director of the hotel or his replacement will contact the guest(s) concerned if necessary.*

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Protocol laid out on 24/07/2020 for guests of the Terhills Hotel in Maasmechelen, Limburg. This version replaces all previous versions.