

COVID-19 MEASURES

The Coronavirus has turned our lives upside down and also our ways of travelling. But if everyone respects the guidelines it is definitely possible to fully enjoy your stay as before.

Please read this brochure carefully so that you know which precautions we take and what we expect of our guests. Your and our well-being are always the priority.

GENERAL COVID-GUIDELINES



— Read the manual carefully and follow its instructions



— Wash your hands often and thoroughly



— Always keep a safe distance of 1,5 m



— Wear a mouth mask when a distance of 1,5 m is not possible



— Use paper tissues or cough or sneeze in your elbow



— Use your own sanitary facilities



— Go home in case you display COVID-19 symptoms



— Do not shake hands - limit physical contact



— Call our reception when possible - do not come if not necessary



— Domestic animals should be kept on leash at all times
and on your own plot

Specific guidelines for our guests renting a caravan, bungalow or apartment

CHECK-IN AND CHECK-OUT

- Check-in: from 14:00
- Check-out: before 10:00

Please respect these hours of check-in and check-out so that we have sufficient time to do a thorough control. Our apologies if your accommodation is therefore free a bit later than expected.

CHECK-IN

To avoid big crowds at the reception we work as much as possible with self-checkin. This means that we leave your keys, information brochure, garbage bags and wificodes in your rented accommodation. We contact you some days before arrival to make arrangements on this.

Please choose a quiet moment at the reception the latest one day after your arrival to pay the warranty.

CHECK-OUT

You can leave the keys in the letterbox (opposite the reception).

Leave all windows and the (slide)door open so that your accommodation can ventilate.

Please give us a call to let us know the accommodation is free and we can then discuss the reimbursement of the warranty.

CLEANING

- Before your arrival the accommodation is cleaned thoroughly and all contact points are disinfected.
- The mattress covers and pillow protectors are renewed for each reservation. These are disposable and are only used once.
- At the end of your stay you can do the end cleaning yourself or you can ask us to do it. When you clean yourself we expect a thorough cleaning of all the rooms. You can disinfect but this is not obligatory as we do this ourselves everywhere.
- Please book the end cleaning at least 3 days in advance so we can plan the required staff.

DIRECTIVES

- The use of bed linen (sheet, duvet cover, pillow cover) is obligatory (this can be your own or you can rent it from us).
- Cleaning materials for a normal thorough cleaning are provided. Disinfectant is not provided but we use this for each change of guests.
- All used kitchen utensils need to be cleaned thoroughly.
- Make use of your own sanitary facilities in the accommodation instead of the public facilities.

RECEPTION DURING YOUR STAY

- Disinfect your hands when coming inside
- The number of guests allowed at the same time inside is limited to 2
- Call the reception is possible

Because of the extra procedures we need to take the waiting time can increase.
Thank you for your understanding.

VISITORS - WHO CAN COME?

These rules can vary depending on the guidelines we receive from the government.

Common sense takes precedence but the following stays important:

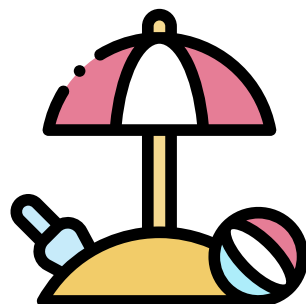
- Limit your contacts to a minimum
- Don't accept visitors who feel ill

CONTAINERPARK

The use of gloves at the containerpark is advised.

The hand contact points are regularly disinfected.

Wash your hands before and after each visit.



BEACH RULES AND MEASURES

On our website (www.veldenduin.be/en/covid) you can find all current rules and measures regarding the beach and the dunes. Please strictly follow these rules.

EVENTS - EXCURSIONS

All big summer events were cancelled but there is still a lot to do at our coast. You can find an overview of all main attractions on our website. Obviously these attractions also need to take precautionary measures to guarantee a safe visit. Please be informed and always check the official website of the attraction in advance.

CONTACT

Telephone number during opening hours:
+32 (0)59 32 24 79

Only if urgent and outside of opening hours:
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Veld & Duin

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