



We are pleased to announce that Sleep Well Youth Hostel will reopen on August 07, 2020.

The health and safety of our customers and staff is our priority. We follow all rules and regulations issued by international and local authorities and we respect the health recommendations and guidelines of the World Health Organization (WHO), in order to ensure and preserve a clean and safe environment for our customers and our teams.

You will find below all the measures that have been put in place, the changes in services resulting from the implementation of the health measures that you can expect during your next stay, as well as the essential protective measures against new coronavirus recommended by WHO.

We look forward to welcoming you at Sleep Well very soon.

Safety measures implemented at Sleep Well

A. Public spaces

- Separate spaces have been demarcated for people entering or leaving the establishment.
- At the reception, markings on the ground indicate the safety distance that customers must respect while queuing.
- A protection screen has been installed at the counter to protect staff and customers from any infection.
- Disinfectant gel dispensers have been installed at the entrance to the building and at strategic locations in the hostel. Hand disinfection at the entrance is mandatory for customers and staff.
- The surfaces often touched at the reception such as the payment terminal and the counter are disinfected.
- Particular attention is paid to cleaning common areas (halls, corridors, elevators, express check-out boxes, etc.) and frequently touched objects (handles, elevator buttons, ramps, switches, door knobs, etc.) .
- Elevators must be used responsibly by customers and staff. As social distancing is not possible, the elevators should only accommodate one to two people at a time. Guests on the same reservation AND staying in the same room are allowed to use the elevator together.
- Instructions for the attention of our customers and our teams have been established and are frequently reminded on various communication signs affixed in the hostel. They relate among other things to the use of gel, the wearing of a mask, respect for social distancing, ...

B. Rooms

- We have strengthened our room cleaning procedures and pay particular attention to all surfaces frequently touched by customers and staff (among other things regular disinfection of door handles and any other steel or metal object or surface or plastic). The rooms will not be cleaned during your stay but fully disinfected each time the customer leaves.

- As far as possible, the rooms are allocated so that each remains unoccupied for at least 48 hours. We distribute customers on different floors to avoid contact in the corridors (as long as the occupancy level allow it).

- All our bedroom linen is treated by an external company and duly washed, as always, hot (90 ° C minimum) to ensure total disinfection.

- Customers are requested not to meet in their room, in the company of other customers or people not residing at the hotel.

The Sleep Well recommends cashless payments and we encourage our customers to use electronic payment methods whenever possible (we also have contactless payment methods). When checking in, prepayment of the entire stay is required. We encourage express checkout. Invoices will only be sent by email.

- Bagagerie : Parce qu'il n'est pas possible d'y respecter la distanciation sociale, la bagagerie commune est actuellement fermée. Des casiers sont disponibles au rez-de-chaussée (Si nécessaire, des cadenas sont en vente à la réception).

IMPACT ON THE OPERATION OF OUR SERVICES

In accordance with federal measures, and in order to reduce the risk of contamination for our customers and staff, the operation of certain services and facilities could be disturbed during your stay.

A. Restaurant and Bar

The Belgian government having given the green light for the takeover of the Horeca on June 8, our bar and our restaurant (breakfast service only) are therefore open. This recovery is accompanied by a series of security measures that we have put in place (these relate, among other things, to respecting social distancing and additional hygiene measures).

B. Guest's kitchen - Game Room - Luggage

- The guest kitchen can only accommodate 2 people at a time, respecting the rules of social distancing and / or wearing a mask. People on the same reservation AND staying in the same room are allowed to use the kitchen together.

- For security reasons, access to the **game room** is limited to 10 people.

- Luggage rom: Because it is not possible to respect social distancing, the common luggage room is currently closed. Lockers are available on the ground floor (If necessary, padlocks are on sale at the reception).

C. Access to the hostel

- In the event of a symptom, we may have to measure your temperature. If COVID is suspected, we will not be able to authorize access to the Sleep Well.

- For security reasons and in order to limit any spread of the virus, access to the Sleep Well is limited to customers holding a reservation with the establishment. Sleep Well's public restrooms are only accessible to customers with reservations at Sleep Well.

D. Gathering

We strongly advise against meetings in public spaces. Despite the more frequent and careful cleaning of the furniture in the entrance hall, guests are requested to limit their presence in the entrance hall to the strict minimum.

E. Computers in the lobby cannot be used for health reasons.

F. Meeting rooms

Our meeting rooms can be rented, with a predefined and limited capacity to allow social distancing. When using our rooms, wearing a mask is strongly recommended. Please send an email to administration@sleepwell.be for more information.

G. Administrative services

Our staff members apply the rules of social distancing in their daily work. Our administrative services remain operational, but most of our teams work from home. Our services are available from Monday to Friday during office hours and we recommend e-mail as a contact method:

Individual reservations: info@sleepwell.be

Group and meeting room reservations: administration@sleepwell.be

Communication: marieange.meere@sleepwell.be

WHAT YOU CAN DO

Basic protective measures against the new coronavirus (WHO recommendations)

Take care of your health and protect others by doing the following:

- Wash your hands frequently with an alcohol-based hand rub with soap and water.
- Maintain social distancing: Maintain at least 1,5 metre (3 feet) distance between yourself and the other, especially if someone is coughing or sneezing.
- Avoid touching eyes, nose and mouth
- Practice respiratory hygiene: This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.
- Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.