



## COVID SAFETY MEASURES

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.

### Safety measures implemented at Sleep Well

#### Access to the hostel

Guests who are showing symptoms of COVID-19, or who have been in contact with an individual confirmed or suspected to be infected with COVID-19 within the last 14 days prior to their planned stay **MUST POSTPONE THEIR STAY.**

- 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. Sleep Well's public restrooms are only accessible to customers with reservations at Sleep Well.
- Before your trip, find out about the evolution of measures in Belgium at: <https://www.info-coronavirus.be/en/>

#### Public spaces

- **Wearing a face mask is recommended in the common areas especially when social distancing is not possible.**
- 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 highly recommended 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, wearing a mask is highly recommended.

- 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, ...

## **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.
- Avoid close contacts, especially if someone is coughing or sneezing or having fever.
- 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.

Should you have any question, please send us and email at : [marieange.meere@sleepwell.be](mailto:marieange.meere@sleepwell.be)