

Crowne Plaza Brussels – Le Palace

MAIN MESSAGE COVID-19

(LONG VERSION - Update May 14th 2020)

Valid until further notice.

COVID-19: INFORMATION ABOUT CORONAVIRUS IMPACT AND SAFETY AT THE HOTEL

The health, safety and security of our guests and team members are of utmost importance for Crowne Plaza Brussels – Le Palace. We follow all rules and regulations issued by global and local government closely and abide by the World Health Organization (WHO) recommendations and health guidelines in order to deliver and maintain a clean and safe environment for guest and team members alike.

A Health and Safety protocol, including in-depth cleaning and disinfection procedures throughout the property, has been put in place. Guidelines to our guest and team members have been formulated which include the installation of sanitation stations at all entrances and throughout the property, the use of Personal Protective Equipment (PPE) and protective screens, enhanced and recorded cleaning and disinfection frequency, social distancing in all areas, and more.

Below you will find the Health and Safety Protocols we have put in place at Crowne Plaza Brussels – Le Palace as well as the impact on our services & facilities that you can expect during your upcoming stay as some of our services and facilities are disrupted by the current situation. Please check this page regularly as it bound to change and evolve quickly.

We look forward to welcoming you at Crowne Plaza Brussels – Le Palace in the near future.

HEALTH AND SAFETY PROTOCOL

After thorough review of all existing health and safety processes, we have developed and put in place a health and safety protocol that must be respected by all guests and team members. All steps of this protocol are important to reduce the spread of infection of COVID-19. We have done our utmost to reduce the number of touchpoints throughout your stay.

Our Team members have been trained on our new standard operating procedures. They are aware of new risks in their job and work environment, and we have set up continuous follow-up trainings for them with increased focus on the importance of good hygiene. Our in-house prevention officer has been fully trained as hygiene & safety specialist.

If a guest or staff develops symptoms indicative of COVID-19, a detailed plan is put in place to handle this situation and to minimize contact of the ill person with all other guests and staff of the hotel.

A. Rooms

We have reinforced our cleaning procedures of rooms with a special attention to any surfaces frequently touched by guests and team members, including regular disinfection of door handles and all other steel/metal and plastic items and surfaces.

Rooms are allocated as much as possible so to leave a room unoccupied for a minimum of 72h. We spread guests among the different floors to avoid contacts in the corridors (for as long the occupation level allows it). Every room will be aired during at least 30 minutes after every check-out.

All linen used in our rooms, whether it's used or not, will be evacuated from every room upon check-out of a guest. All linen is treated by an external company and washed properly, as always, in hot cycles (70°C or more) in order to disinfect them completely.

All unnecessary in-room accessories and amenities (decorative pillows, bed runner, books, magazines, leaflets, etc.) have been removed. While coffee and tea making facilities remain available in every room and will be replenished every day, the minibar has been emptied in all rooms. Guests can use the Grab&Go counter in the lobby to purchase drinks or food items during their stay.

The TV remotes control, made out of plastic and rubber on which the virus could potentially survive for a longer period of time, have been sealed in transparent plastic bags. Upon check-out this bag will be thoroughly disinfected.

The phones in the rooms are still available for guest to use and are disinfected regularly, however we encourage the use of your own mobile devices. Guests will be given a number upon their arrival which they can contact during their stay. These number will also be reachable through messenger applications such as WhatsApp.

Guests are asked not to hold (private) meetings in their rooms, with other guests or with people not residing in the hotel.

B. Arrival and departure

Upon arrival, guests will have to announce themselves by ringing the doorbell. Our member of staff will check the arrival list and will open the doors if a reservation has been made. Guests without a reservation will be asked to make an online reservation before they can enter the hotel.

When entering the hotel, the guest will be invited to use a hydro alcoholic gel to disinfect his or her hands. Before check-in, the guests ID and credit card will be checked.

Crowne Plaza Brussels – Le Palace is a cash-free hotel and we encourage people to pay through contactless payment methods where possible. For single night stays invoices will be prepared upon check-in. Full pre-payment of your stay is requested and all consumption is paid on the spot throughout your stay. For multiple night stays invoices will be prepared upon check-out.

Our key cards are disinfected after every stay. Guests can leave their used key card in a dedicated box available at the front desk. A member of staff is assigned to disinfect those cards following our internal cleaning procedure.

The reception desk will be thoroughly disinfected after assisting a guest. Other guests are requested to maintain a safe distance at all times.

C. Public Areas

Special consideration is being given to the cleaning of common areas (halls, corridors, lifts, etc.) and to objects that are frequently touched (handles, elevator buttons, handrails, switches, door knobs, etc.). High touch surfaces at the front desk such as the payment terminal and desks are disinfected between guests.

Contactless disinfection gel distributors have been put in place in strategic places throughout the hotel.

At the reception floor markings determine a 'safe-zone' and indicate the secure distance that guests need to abide by while waiting in line. Separate in and out lanes have been installed as well so staying guests can easily enter and leave the hotel without being in contact with queuing guests. Protective shields made out of plexiglass have been installed on the front desk to protect both staff and guest from infection.

We highly discourage meetings in our public areas. Although lobby furniture will be cleaned more thoroughly and more frequently, we request guest to limit their presence in our lobby to the strict minimum.

The elevators should be used in a responsible manner by our guests and staff. Floor and door markings inform our guests about the maximum number of people accessing the elevator. Social distancing is not always possible, in this case only one person at a time should use the elevators. People living under the same roof are allowed to use the elevators together.

D. Food & Beverage

A breakfast box will be available at the front desk between 6.30am and 10am for breakfast included rates and for guests who have ordered breakfast during check-in. Breakfast orders have to be made before 10pm the day before.

Other food and beverage items can be purchased in our Grab&Go counter in the lobby.

E. Meetings & Events

As Meetings & Events are currently not allowed by federal measures, with the exception of the essential meetings, and there are no recommendations from local authorities for the moment we have not elaborated our final protocol yet. Please check back in the near future as this page will continuously be updated.

IMPACT ON THE OPERATIONS OF OUR SERVICES AND FACILITIES

In compliance with the federal measures and in an effort to reduce the risk of contamination for our guests and team members, operations of some of our services and facilities might be affected during your stay at the hotel.

A. Restaurant and Bar

The restaurant and bar are open with a limited menu offering. All food items are carefully pre-packed for your safety.

B. Sauna & Fitness

The sauna and fitness, located on the 3rd floor, are open. A special cleaning protocol has been established. Only a limited amount of people are allowed in at the same time.

C. Housekeeping

We offer limited, on demand, cleaning services for guests staying beyond one single night, including change of linen and towels. In order to avoid possible contamination, we highly discourage guests to request housekeeping services. In case you would like your room to be serviced during your stay, please advise our team who will inform the necessary department.

D. Hotel Access

For security reasons and to limit possible propagation of the virus, the access to Crowne Plaza Brussels – Le Palace is limited to guests holding a reservation with us until further notice. Only the main access of our hotel (Rue Gineste / Ginestestraat) will be in service.

Disinfection of your hands at one of the disinfection stations upon entrance of the premises is compulsory for guests and staff alike. Public bathrooms of the hotel are accessible only to guests holding a reservation at the hotel.

WHAT CAN YOU DO.

Throughout your stay, we need your help to protect our other guests and our colleagues. We politely ask and advise our visitors to:

- regularly wash or sanitise their hands;
- practice social distancing by staying at least 1.5 metres apart at all times;

- to wear face protection over mouth and nose in the public areas of the hotel;
- to use your in room bathroom facilities as much as possible as only a limited number of people are allowed in the public restrooms.

And last, but not least: please care for others. If you are experiencing symptoms of Covid-19, if you are exposed to Covid-19 or you come to our hotel to self-isolate, let us know so we can better assist you.