



De Krim Texel

Code of conduct for guests of De Krim Texel

At all parks and locations of De Krim Texel that are open, we have taken extra hygiene measures. We will be happy to inform you about these, and ask you to take them into account during your stay. Please read these hygiene rules carefully together with the entire travel company. Additional instructions may apply on the spot if the situation so requires. We count on your understanding!

In order to limit contact with the reception as much as possible, you must pay the entire travel sum in advance. We do not accept cash.

Would you like to get away from the campsite or park and go out? Get some fresh air, exercise and enjoy nature and the beach? Then let's work together to keep it safe and possible. Always follow the instructions on the spot.

We wish you a pleasant and safe stay.

*Management De Krim Texel
05-06-2021*

1. Always keep a distance of 1.5 meters;
2. Wear a non-medical mouthpiece in all public indoor spaces;
3. Wash your hands regularly with soap and water for at least 20 seconds;
4. Wash your hands after each toilet visit;
5. Wash your hands before you go outside, when you come back inside, when you've sniffed your nose, and before eating;
6. Cough and sneeze in your elbow;
7. Use paper handkerchiefs;
8. Don't shake hands;
9. Singing and screaming is not allowed;
10. Pay with PIN, preferably contactless;
11. Avoid busy places and busy times. Limit your visit to reception. If you have a question, comment or complaint, please contact us via the WhatsApp Service;
12. Stay at home (or go home again) if you have the following complaints: nasal colds, runny nose, sneezing, sore throat, light cough, fever up to 38 degrees or fever above 38 degrees;
13. Does anyone in the family have a fever above 38 degrees? Then stay (or go) home with the whole family;
14. Don't go outside again until you haven't had a fever or cough for at least 24 hours;
15. Always follow the (additional) instructions of the staff. If you do not comply with the guidelines of the RIVM, you may be banned from entering and must leave the accommodation or our grounds.

Additional hygiene rules for guests of De Krim Texel

At our campsites:

- ✓ Upon arrival at the park you will receive clear instructions and a reference to your pitch;
- ✓ Due to regulations, it is possible that a different pitch is designated than indicated in advance;
- ✓ The play equipment for kids is accessible. We ask you to keep a distance from each other throughout the park, including the playgrounds and sports fields. Parents are obliged to follow the instructions of our staff to find another play area if it gets too crowded;
- ✓ Hand cleaning equipment is placed at various places on the premises;
- ✓ Also at the chemical toilet dump hangs a hand cleaner for hand hygiene after use;
- ✓ The toilet blocks are open. In accordance with RIVM guidelines, the number of users per sanitary building is limited and additional hygiene rules apply. In the common areas you will have to wear a mouth shield. Walking routes are also indicated and the sanitary buildings are extra ventilated and cleaned. If it is busy and you are waiting for a moment, do this outside and at a distance from each other;
- ✓ Do you have your own sanitary facilities? Then we urgently ask you to only use your own sanitary facilities. A chemical toilet is for sale at the reception (as long as stocks last);
- ✓ It is allowed to wash dishes at/in the toilet building, as long as there is a distance of 1.5 meters;
- ✓ If you use the environmental street (waste), the use of gloves is advised. The hand contact points will be disinfected on a regular basis.

In our accommodations:

- ✓ It is possible to rent one of our (larger) accommodations with your own family (or a group of people living at the same address). Also, you may be on 1 vacation address if you come with a group of 4 people who do not live at the same address (children up to 12 years do not count). When used by more than one household, the 1.5 meter rule requirement also applies inside. Are you with one household? Then no maximum number of persons applies;
- ✓ After each stay there is extra attention for cleaning and all hand contact points will be sanitized;
- ✓ After each stay, the holiday home is ventilated and deaerated for several hours. We therefore ask you to open the windows after your departure;
- ✓ Upon departure from the holiday home, you must remove the linen from the beds yourself and collect them in a sealed plastic bag. You will find this bag in the service package.

In case of possible malfunctions - Technical Service employee

- ✓ In the event of a malfunction, our technical service staff will solve or rectify the malfunction in the best possible way;
- ✓ They will wear gloves and a mouth shield during their work;
- ✓ For your and our safety, we ask you to wait outside or on another room/floor;
- ✓ When troubleshooting faults on the campsite, we also ask that you always keep a minimum distance of 1.5 metres. If a malfunction in a caravan needs to be remedied we ask you to go outside first. After this, the technical service employee will enter the caravan;
- ✓ Please follow the additional instructions of our staff.

At Hotel Molenbos

General

- ✓ We clean more often during the day and disinfect hand contact points in the corridors, reception, lounge and terrace frequently;
- ✓ Our team wears mouth shields and works with gloves wherever possible;
- ✓ For everyone's safety, we only enter a hotel room when there are no guests present and it is passable for our staff (free of personal belongings lying around).

Breakfast:

- ✓ Breakfast is served at the table in our restaurant (no buffet);
- ✓ Depending on the hotel occupancy we serve breakfast in 2 time slots due to limited capacity (1,5 meter distance): time slot 1 from 08:00 till 08:45 hrs, time slot 2 from 09:15 till 10:00 hrs. We ask you to leave the breakfast room before the end time of the shift so that we can clean, disinfect and set up again for the next shift; Your host will receive you at the agreed time and place you at the table;
- ✓ We ask you to book a breakfast time at the reception at least one the day before;
- ✓ Breakfast in your room is also possible (on reservation). At the reception you can let us know your wishes until 19h. We will then bring your breakfast to the room door at the agreed time.

Room service

- ✓ Until further notice we cannot offer a daily room service due to corona guidelines;
- ✓ We provide a towel buffet at reception for your clean towels;
- ✓ We provide on 2 places in our hotel coffee / tea / service points and also return points for dirty crockery;
- ✓ We provide waste and towel collection points at several places in the corridors.
- ✓ We provide clean bed linen on request.

Lounge & Terrace

- ✓ We ask guests to take their seats only on the indicated tables and to follow the team's instructions in order to comply with RIVM guidelines;
- ✓ Everyone should sit at a table and keep 1.5 metres distance from each other (except people from the same household).

Lunch and Dinner

- ✓ The restaurant is open to hotel guests;
- ✓ Advance booking is required. A reservation can be made by phone or at the reception;
- ✓ Everyone keeps 1.5 metres distance (except for people who live in a joint household);
- ✓ Guests who are not staying in the hotel and wish to dine on the terrace will have their health checked on arrival. If there are any health risks, entry will be refused;
- ✓ Guests will be received at the entrance of the hotel and requested to disinfect their hands. They are then escorted to their table by a member of staff;
- ✓ After departure of the guest, the table, the chairs, the menu and the salt and pepper shakers are cleaned and disinfected;
- ✓ From 21:00 no new guests are admitted;
- ✓ Drinks can be ordered until 21:45 hrs;
- ✓ The restaurant closes at 22:00.

When using the hospitality facilities at Vakantiepark De Krim

You are welcome to use our Horeca locations under the following conditions:

- ✓ There is a maximum of 50 guests per indoor location, provided that there is enough space to keep the 1.5 metres distance from each other. Where this is not possible, the maximum number of guests will be adjusted;
- ✓ A maximum of 50 guests applies on the terraces;
- ✓ Reservations must be made in advance. Reservations must be made in advance, which can be done via www.krim-texel.com/horeca;
- ✓ Everyone must sit at a table and keep a distance of 1.5 metres. Exceptions to this are people who live in a joint household;
- ✓ Our stewards will discuss with you beforehand whether your visit poses any risks. If there are any health risks, entry will be refused.
- ✓ No new guests will be admitted from 21:00 onwards;
- ✓ The restaurant closes at 22:00.

Additional rules apply on our terraces:

- ✓ A maximum of 50 people is allowed on the terraces. Everyone has to sit at a table and keep 1.5 metres distance from each other (except people from the same household).

NB: Would you like to pick up food or have it delivered? Then visit: www.krim-texel.com/horeca

Looking for opening hours? [Click here.](#)

When using the swimming pool at Vakantiepark De Krim:

- ✓ A maximum of 100 people are allowed in the swimming pool (only registered guests of Vakantiepark De Krim, Hotel Molenbos, Villapark De Koog and Bungalowpark 't Hoogelandt);
- ✓ There is no time limit, so we kindly ask you to make use of the swimming pool for a maximum of 2 hours so that everyone has the opportunity to come and swim;
- ✓ At <http://zwembad.krim.nl/public> you can see how many people are present in the pool at that time;
- ✓ Via [http://zwembad.krim.nl/public](#) you can see how many people are present in the swimming pool at that moment, so that you can choose a quiet moment;
- ✓ Single ticket sales are temporarily not possible;
- ✓ Our stewards will discuss with you in advance whether your visit
- ✓ risks. If there are any health risks, admission will be refused;
- ✓ In the central hall, in the corridors and in the changing rooms you have to wear a mouth mask;
- ✓ If the swimming pool is full, you must wait in the waiting areas at the front door.
- ✓ If the pool is full, you must wait in the designated waiting areas by the front door;
- ✓ Facilities may be closed to ensure the 1.5 metre distance.
- ✓ In accordance with the guidelines, the chlorine content in the swimming pools has been slightly increased.

When using the facilities and participating in children's entertainment:

For the opening of facilities we follow the guidelines of the Government. [View the current opening hours.](#)

- ✓ There is children's entertainment (up to 12 years) on Holiday Park De Krim. Reservations are also required for some activities. Extra info about this is on the recreation programme;
- ✓ Presence no more than 10 minutes prior to the activity;
- ✓ If an activity is full, please leave the location as soon as possible;
- ✓ The gym is open. You can make a reservation at the reception of the pool;
- ✓ The laser game and mini golf are open. Reservation is necessary;
- ✓ The bowlingalley is open. Reservation is necessary;

- ✓ The children's playground is open. Reservation is necessary;
- ✓ There is never direct physical contact between guest and employee, unless there is a first aid case;
- ✓ The toilets can be closed at certain locations. Sometimes only accessible for children.

When using the swimming pool on Camping Loodsmansduin:

- ✓ A maximum of 50 people are allowed in the swimming pool (only registered guests of Loodsmansduin);
- ✓ If the swimming pool is full, you will have to wait in the designated waiting areas at the entrance of the terrain.
- ✓ The chlorine content in the swimming pools is, according to the guidelines, slightly elevated.

At Golf Course de Texelse:

- ✓ The golf course is open for a maximum of 4 people per flight;
- ✓ Digital reservation of a start time via www.texelse.com is required;
- ✓ Presence maximum 10 minutes in advance;
- ✓ Bag/locker room, toilet and changing rooms and shop are open;
- ✓ The reception is open. Attention: debit card payment required;
- ✓ Use as many digital scorecards as possible via the EG4U.nl and GOLF.NL app;
- ✓ Wash your hands before and after golf, at least 20 seconds;
- ✓ Avoid physical contact with other golfers and their equipment;
- ✓ Do not touch the flagpole.

You can read more about our Corona Protocols here: <https://www.krim-texel.com/news/coronavirus-information>

More information about the Covid-19 virus can be read here: <https://www.rivm.nl/coronavirus-covid-19>