

FAQ - coronavirus version May 25 (UPDATE 48 – updates until May 25, 18h)

Coronavirus: frequently asked questions about the measures

The city of Antwerp is taking measures to impede the coronavirus from spreading. Here you will find the answer to all frequently asked questions on the matter. These questions are very frequently updated.

To stop the spreading of the coronavirus and to protect yourself and your family, everyone should follow these **basic rules**:

- Stay at home as much as possible, especially if you are ill (and in that case call a doctor). Essential movements are allowed.
- Wash your hands often.
- Use a new paper tissue each time and throw it away in a closed trash can. If you do not have one at hand, cough or sneeze in the inside of your elbow.
- Have as little contact with others as possible.
- Do not give hands, kisses or hugs.
- Pay special attention to those who are more sensitive to the virus:
 - people over 65 years old
 - people with diabetes or with heart, lung or kidney problems
 - people who are more prone to infections.
- Keep at least 1.5 meters distance

The measures listed below are valid until June 7.

The reduction of these strict containment measures will enter a new phase starting May 18. This will take place in different stages, subject of course to a successful reduction of the virus. Further reductions may be possible as of:

- June 8

For the topics to which this applies, you can find information about these phases of measure reduction below.

Traveling and mobility

Q: Can I still leave my house?

A: Everyone should stay at home as much as possible and avoid contact with people other than those within the family as much as possible.

Exceptions are:

- Trips for work (when working from home is not possible) or necessary trips (food shops, medical care, childcare, pharmacists, mail office, bank, refueling, providing informal care or providing assistance to vulnerable people) are permitted;

- Practicing physical activity (without physical contact with others)
 - individually
 - together with the family members who live under the same roof as you
 - together with maximum two and the same friends for the entire period, all the while respecting a distance of 1.5 meters between each person (**social distancing**)
 - after the activity, one must immediately return home

- Limited trips by car for leisure and shopping purposes (see below under the "shopping" section for more details) are allowed, especially for families with 5-year-old children or up to 5 years old, people with reduced mobility (including the elderly and pregnant women), assistants of people with a physical or mental disability.

- Trips to the second residence (see below)

- Each family can invite 4 people over (always the same people) under certain conditions:
 - This always applies to the same four people, which may or may not be part of the same household. Those people form a **social bubble**.
 - These four people are chosen as a household and not as individuals. For example, if the entire household chooses to see the 4 grandparents, they cannot invite their friends over.
 - When a person from a household is invited to another person's home, his / her entire household commits, even if this person goes to the appointment alone. For example, it is not possible to meet with the parents one day and with four other people the next day.
 - The necessary physical distance (1.5 meters) must always be respected. Preferably, the visit takes place outside (for example on a balcony or in the garden).
 - The visit cannot take place if one of the people is ill.
 - As part of the measure of limited social contacts, it is permitted to make a trip inside Belgium. This should not be a pretext for a (touristic) day trip.

o It is everyone's responsibility to apply the measure of limited social contacts correctly.

All meetings of more than 2 people are prohibited, unless stated otherwise.

AS OF JUNE 8, after federal consultation, there is a chance that trips in Belgium might be allowed.

Q: Can I still visit municipal parks and cemeteries?

A: Yes, you can still visit these places. It is important to get a breath of fresh air regularly. However, you must strictly adhere to the above-mentioned conditions regarding traveling outside the house and social distancing. Therefore keep enough distance from each other and do not under any circumstances form groups.

For parks:

- playgrounds and catering services are closed. Respect any barriers around the playground items and other equipment.
- Limit your travel in distance and only visit the nearest parks in your area.
- To fully respect social distancing, it is best to spread out visits to the park throughout the day and choose a quiet moment.

Q: Can I still use Velo and other shared bike, scooter and car systems?

A: Yes, they are considered a means of transport and are therefore not prohibited. They can only be used in the context of trips to and from work or necessary trips.

Q: Is the Pedestrian Tunnel open?

A: Yes, the Pedestrian Tunnel will remain open. The Kennedy tunnel (bicycle tunnel) will also remain open. Only make necessary trips and respect the distance rules.

Q: Can I still use public transport?

A: Yes, you can continue to use public transport, but only for necessary trips. Try to work from home as much as possible. If you use public transport, you must keep a sufficient distance from other travelers according to the applicable social distancing rules. De Lijn requests you to get in at the back and to stop using cash to pay.

Timetables may suffer changes. Therefore you should always check the websites of [De Lijn](#) and [NMBS](#) before you leave.

The use of a face mask or an alternative protective equipment such as a scarf or a bandana covering the mouth and nose is mandatory on all public transport for users aged 12 years and older, as soon as you reach the station, platform or bus stop. You can find more information about this under the face masks section on this page.

The gradual phasing out will also inevitably lead to an increase in the use of public transport. To avoid crowds, it is recommended to:

- if possible, travel with your own means (on foot, scooter, bicycle, car, etc.), in order to give priority to those who need public transport the most;
- avoid rush hour.

Q: Is the ferry still sailing between Right and Left Bank?

A: The Sint-Anna ferry, which operates between the Left Bank and the Steenpont, is available again. More information about the security measures on [the website](#).

The use of a face mask or an alternative protective equipment such as a scarf or a bandana covering the mouth and nose is mandatory on all public transport for users aged 12 years and older, as soon as you reach the station, platform or bus stop. You can find more information about this under the face masks section on this page.

Q: Is the Waterbus still sailing?

A: The [Waterbus](#) is sailing according to an updated schedule, whereby the stops in Lillo and Liefkenshoek are temporarily suspended. The Waterbus will only continue to sail for those on the way to and from work. You can also take the Waterbus for essential trips (doctor, pharmacist, bank etc.). Tourists and people who want to go on a leisure trip are no longer allowed to board. Read more on the [Waterbus website](#).

The use of a face mask or an alternative protective method, such as a scarf or bandana covering the mouth and nose, will become *mandatory* for users aged 12 years and older on all public transport including DeWaterbus. This applies as soon as you enter the pontoon. More information can be found under the section of face masks on this page.

The gradual phasing out will also inevitably lead to an increase in the use of public transport. To avoid crowds, it is recommended to:

- if possible, use your own means of transport (on foot, scooter, bicycle, car, etc.), in order to give priority to those who need public transport the most;
- avoid rush hour.

Q: Are there still check-ups for parking on the street?

A: As of Monday May 11, check-ups are made again for paid parking and disc parking in the public space. The city has made this decision in the light of shops reopening. This will bring more visitors to the city who will park on the street.

Q: Is the low emission zone still in effect?

A: The low-emission zone (LEZ) has been reinforced again starting Monday May 11. Drivers who enter the LEZ with an unauthorized vehicle will receive a fine. The city has decided to reopen the LEZ at the same time as stores reopen. This will bring more visitors to the city who will thus enter the LEZ.

Q: Can I apply for a parking permit for residents at a city counter?

A: No, for now you can only apply for a parking permit for residents online via the [e-counter](#).

Q: Can I cancel my parking ban for free?

A: Yes, you can cancel your parking ban for free if the parking ban signs have not yet been placed. To do this, you can contact the Temporary Traffic Signaling Service via tijdelijke.verkeerssignalisatie@antwerpen.be or 03 22 11 333.

Q: Can I take a taxi?

A: Taxis are allowed to transport clients. However, a minimum distance of 1.5 meters must be maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle. It is recommended to wear a face mask. Families are allowed in one car, as the distance regulation does not apply in this case.

Q: Can I still request taxi coupons?

A: People over 65 who are less mobile (temporarily or not) and people with disabilities who meet the [conditions on this website](#) can still apply for taxi coupons to pay for taxi rides at a heavily reduced price. This is possible via [this online form](#), by telephone at 03 22 11 333 or by sending an email to SD_welzijn_taxicheques@antwerpen.be. More information can be found on www.antwerpen.be.

Please also check [this overview](#) of the social services.

Q: Can I carpool?

A: Yes, provided that a minimum distance of 1.5 meters is maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle. It is recommended to wear a face mask. This measure does not apply to families. It is recommended to regularly air and clean the car. As a rule, trips outside the house should be avoided as much as possible.

Q: Can I go to my house in the country, for example in the Ardennes or at the seaside?

A: Yes, this is allowed for owners or tenants that have had a second residence for longer than one year. However, the social bubble may not be broken.

Q: Can I still move to my new place?

A: Yes. Moving is allowed, provided that the measures related to social distancing are observed. It is recommended to postpone any non-essential plans to move.

Face masks

Q: Do I need to wear a face mask if I go out of the house?

A: Covering the mouth and nose can be done with a face mask or an alternative protective method such as a scarf or a bandana. This is recommended in public places and shops, especially when you cannot keep enough distance from others, and is become mandatory on public transportation (train, tram, bus and DeWaterbus) for everyone over the age of 12. More information about this in the mobility and travel section.

A face mask is a good addition to the existing measures (but does not replace them):

1. Stay home if you are ill.
2. Wash your hands often.
3. Keep 1.5 meters away from other people.
4. Meet as little as possible with others, instead make phone calls, chat or email.

Q: Where can I get face masks?

A: The federal government has decided to distribute face masks. The best way to organize the distribution is currently being considered. Do you lack masks or have not been able to find any? Ask a family member or an acquaintance who can use a sewing machine (an approved pattern for this can be found at <https://maakjemonmasker.be>). If you want to buy one online, watch out for fake

webshops and phishing emails or text messages that link to them. More information can be found on www.safeonweb.be.

The city of Antwerp will also acquire reusable textile face masks for all its inhabitants over the age of 12. For the distribution the city works in collaboration with all Antwerp pharmacies. Each family will receive an invitation to pick up the masks in a pharmacy. The first face masks will probably be delivered early June. You can read more information on www.antwerpen.be.

Q: How do I wear my textile face mask?

A: Wearing a textile face mask helps to limit the spread of Covid-19, but only when you wear the mask correctly. You must be careful with putting it on, taking it off, wearing it, washing it and storing it. At the bottom of [this page](#) you will find all the information about wearing, washing and storing a face mask correctly.

Helping others or in need of (medical) help?

Q: How do I reach my doctor during the weekend and on public holidays?

A: Due to the corona epidemic, the GP outposts work behind closed doors. First call the medical triage line. More information can be found on [this web page](#).

Q: I have a garage or driveway and want to help doctors and nurses find a parking space, how do I do that?

A: Register with [Zorgparking](#). You will receive a sticker that indicates that health care providers (doctors, nurses and other health personnel) can park in front of your driveway or garage door between 8 am and midnight. That way they save time when they are on the road to help people. They will place a card with their phone number behind their windshield, so you can always call them if you have to take out your car.

Q: Where can I find an overview of the social services currently provided by the city?

A: An overview of the social services provided by the city during the corona crisis can be found at www.antwerpen.be/socialecentra.

This contains information about the social centers, charging your budget meter, a premium for house warming based on fuel oil, debt counseling, neighborhood restaurants, Houses of the Child (Huis van het Kind) etc.

Q: I could use help from a volunteer to get food, help solve a computer problem or a different problem, or just to have someone to talk to.

A: The city is making a list of all requests for help. Residents can submit their requests through an [online form](#) at eloket.antwerpen.be, by e-mail to

antwerpenhelpt@antwerpen.be or by telephone at 0800 670 10 (from 9 am to 5 pm). Employees will take a look at all questions and search for suitable volunteers. All requests are kept strictly confidential.

Please also check [this overview](#) of the social services.

Q: I want to help others as a volunteer.

A: For residents who want to help, the city will provide cards that they can put in their neighbors' mailboxes. Anyone who is interested can download the cards. Antwerp residents who also want to help people outside their immediate environment (family, neighbors, friends etc.) can register as volunteers at www.antwerpen.be/antwerpenhelpt. You can find the requests for help listed there. The website and vacancies on www.antwerpenhelpt.be are available in Dutch, French, English, Spanish, Polish, Romanian and Arabic. Click on the top right to select a language.

Volunteers must comply with the applicable rules on social distancing when helping other citizens. Therefore always keep a distance of 1.5 meters.

Q: Can home nurses continue to work?

A: Yes, home care can still be offered.

Q: What about voluntary transport of people with disabilities and people in need of help?

A: This is still allowed, but preferably always among the same drivers / people and subject to hygiene and social distancing measures. A minimum distance of 1.5 meters must be maintained between each person. The number of people that can be transported therefore varies depending on the type of vehicle.

Q: Can I still go to the social centers for an urgent conversation if I need financial help or with anything else?

A: The [social centers](#) are currently primarily trying to work digitally and by telephone. Ask your question via this [help form](#) or call or e-mail. An urgent appointment is only possible after contacting one of these social centers by telephone: Deurne Expo, Hoboken and Kiel, De Vondel. The Plein social center (for people with a precarious residence status) and the De Wilg social center (for customers in need of psychological support) will also remain open by appointment.

Please also check [this overview](#) of the social services.

Q: I am a social center customer and need food assistance.

A: Contact your social worker. He will give you an appointment and let you know where you can pick up products.

Please also check [this overview](#) of the social services.

Q: Where can I go to top up my budget meter card?

A: You can still visit the social center De Vondel and Deurne Expo, at Kasbeheer or one of the five [outdoor terminals](#) that are open 24 hours a day. The clients from the social center in Linkeroever can also top up their card at Zwijndrecht town hall - Binnenplein 1, 2070 Zwijndrecht. First call the free number 0800 99 604 [during opening hours](#) to make an appointment.

Please also check [this overview](#) of the social services.

Q: What kind of shelters are there for homeless people during the day and at night?

A: The centers for day and night shelter for the homeless are taking extra measures in the fight against corona, such as additional day care shelter at Kerkstraat 43, 2060 Antwerp. [This web page](#) provides an overview of all locations, their target groups and services. The municipal dispatching center for homeless shelters can only be reached by telephone and email. All night shelters for the homeless remain open in Antwerp.

Please also check [this overview](#) of the social services.

Q: Can I still request a post address from the city?

A: Yes. It is important that you have an official address in order to receive unemployment benefits and governmental documents. Do you want to request a reference address? Mail to adressen@antwerpen.be.

Q: Can I still have my cleaning personnel (e.g. via service checks) come to my home?

A: Yes, provided the measures concerning social distancing are observed.

Q: Can I still go to the local social restaurants?

A: The local social restaurants and the cafeteria are closed, but you can get takeaway during the [opening hours](#). De 7 Schaken and Bakboord will not open in the evening anymore (from 17h to 19h). If you have any questions please call 0497 47 97 72.

Please also check [this overview](#) of the social services.

Q: How can I best protect myself and my loved ones against the coronavirus?

A: By staying at home as much as possible, by keeping a sufficient distance, by washing your hands regularly and calling a doctor in case of illness. But there are many other tips to get through the corona period together, such as introducing a daily routine, relaxing regularly and paying attention to vulnerable people. The Red Cross clearly summarizes the most important tips on [this web page](#). Do you need support for stress, anxiety or tension? Take a look at this city of Antwerp [web page](#). Call centers for people in need (suicide, domestic violence, etc.) will also remain open. The main websites can be found below:

- www.vlaanderen.be/hulp-zoeken-bij-psychische-problemen
- www.geestelijkgezondvlaanderen.be

For more specific information, you can also check:

- www.tele-onthaal.be
- www.awel.be
- www.1712.be
- www.caw.be
- www.jac.be
- www.zelfmoord1813.be
- www.nupraatikerover.be
- Education line 078/15 00 10

Please also check [this overview](#) of the social services.

Q: Can I still rely on family and youth help (1 Gezin, 1 Plan)?

A: The family assistants and primary psychologists of 1 Gezin, 1 Plan remain available by telephone, e-mail or video chat for the children, young people and families being assisted. This also applies to the registration of new families requesting help.

- Is the family in urgent need of help? Then, exceptionally, physical contact can still take place, provided that everyone respects the hygiene regulations and social distancing rules.
- Have you received a request for help from a family, but you don't know where to address it? You can contact 1 Gezin, 1 Plan for coaching or advice.

You can call or e-mail the neighborhood contact point in your area. [Check antwerp.be for all contact points](https://www.antwerp.be). Do you have a generic question? Mail 1g1p@antwerpen.be.

Q: Can vets continue their activity?

A: Yes, but they can only provide urgent care if social distancing is taken into account. It is up to the vet to determine what is urgent / necessary care.

Q: Can I still visit people in the service flats or residential care centers?

A: You cannot visit people in the residential care centers and service flats run by Zorgbedrijf Antwerpen. Detailed information can be found on the [web page](#) of the Antwerp Healthcare Company. For the agreements regarding other residential care centers and service flats check their web pages.

Limited visits are allowed in **service apartments and assisted living housing** run by Zorgbedrijf Antwerpen under certain conditions. Click [here](#) for more information.

One visitor per week is allowed **in the residential care centers** of Zorgbedrijf Antwerpen. Preferably, the person visiting is always the same, subject to conditions. Click [here](#) for more info.

Counters

It is once again possible to make an appointment for a visit to the city counter, but not yet for all services.

In order to impede the coronavirus as much as possible from spreading, the city has focused in the past weeks on the most urgent services. In the meantime, you can visit the city counter in the safest conditions for both customer and employee and you can once again make an appointment yourself. Not all services are available yet in order to keep a safe distance in the city counter and given the need to catch up on the requests.

For which services can you make an appointment again?

- identity card for Belgians - request and pick up
- identity card for non-Belgians (B, C, D, E, E +, F, F +) - request and pick up
- PIN and PUK code - pick up
- identity card for children - request and pick up
- travel passport - request
- travel passport for minors
- (provisional) driving license - request

- address change on the identity card chip after moving. Please note! As usually, you can send the declaration via a digital application ([link naar eloket.antwerpen.be](https://eloket.antwerpen.be)) or by telephone (**telefoonnummer niet vermelden, digitaal is de norm**).
- signature legalization
- child recognition
- marriage declaration

The city counters are only accessible to visitors with an appointment. There is no use coming without an appointment.

If you cannot make an appointment for a city counter as soon as you would like, please read the information below. You will notice that you have enough time for a lot of services, even if it is urgent.

What should you take into account when you come to your appointment at the city counter?

To guarantee the safety of everyone in the city counter, we ask you to keep 1.5 meters distance. Plexiglass screens and hand gel are provided.

Come to your appointment alone, unless you have an appointment for several people.

Children or people with reduced mobility may bring one person along.

Paying on the spot is only possible with a debit or a credit card.

Wearing a face mask is not mandatory, but is recommended.

Do you have another urgent question for the city counter?

First check whether you can submit a digital request ([link leggen](#)) via the e-counter. Especially for requesting certificates and documents you will usually find what you are looking for there.

Do you have another urgent question? Send an e-mail to info@antwerpen.be and state why this is so urgent. Our employees will assess your question and make an appointment if necessary. Only those who cannot send e-mails can contact the urban contact center by telephone.

Q: Can I still use the self-service counter?

A: No, the computers and columns in the city counters are turned off. After all, the risk of contamination via the touchscreens and keyboards is high.

Q: I need to renew my electronic identity card (eID). What should I do?

A: Has your eID (almost) expired? That will not be a problem, the chip remains legible and you can still use your eID at the doctor or pharmacist. Due to the corona measures you will receive your invitation later than usual. Once you have the letter, you can request your new eID via the form that comes with the letter. Only when you receive your PIN and PUK code in your letterbox a few weeks later will you be able to make an appointment to collect your identity card from the city counter.

Do you urgently need a new identity card because your card is lost, stolen or damaged or because you need your card for your profession or to fill in your tax return online? Then it is best to make an appointment as soon as possible to request a new identity card via afspraken.antwerpen.be.

Have you already applied for your eID before the corona crisis? In that case our employee will call you (soon).

Q: I need to renew my B / C / D / E / E + / F / F + electronic foreigner card. What should I do?

A: You can once again make an appointment yourself for requesting and picking up your identity card for non-Belgians. If you cannot get an appointment as soon as you would like and your card expires, please contact us via www.antwerpen.be/eloket and fill in the form 'request for information for foreigners' matters. Our employee will review your file and contact you.

Q: I need a digital pass to access digital public services or because I have forgotten my PIN/PUK code for my eID / eVK card.

A: You can request a digital pass [here](#). In order to pick up a new PIN or PUK code you can already make an appointment once again through afspraken.antwerpen.be.

Q. I have just submitted my change of address via e-counter. Do I still have to go to the counter?

A: We will open a file for you. You must first wait for the local police officer to check your house. This can take several weeks. After the house check you can make an appointment (afspraken.antwerpen.be) at the city counter to have your address updated on the chip of your identity card.

Q: My (temporary) driver's license has expired and I have not yet been able to take a practical driving test or follow a periodic training for professional qualification. What should I do?

A: Driver's licenses that expire between March 15 and September 29, 2020 remain valid until September 30, 2020. You do not need to apply for a certificate or a new driver's license. The extension will be assigned automatically. This applies to the temporary driver's licenses, as well as to the code 95 (professional competence) and medical certificates.

The deadlines for taking the driving exams have also been extended:

- The deadline for driving exams has been extended to December 31, 2020.
- For the periodic training for professional qualification the extension will be applied until 30 September 2020.

More information on www.vlaanderen.be, click [here](#) for the direct link.

Do you want to request a (temporary) driver's license? Then you can simply do this via a [digital request](#). This saves you a visit to the counter. If that does not work, you can also make an [appointment](#) for the request at the city counter.

Q: I have received a reminder to bring a polio certificate to the city counter. Do I have to do this now or can I wait?

A: This can wait. You do not have to worry about any fines. You can deal with this later and the registration will be settled at that time. On the [Child and Family \(Kind en Gezin\) website](#) you will find all the necessary information about vaccinations in the current corona context.

Q: Due to the corona measures, am I entitled to a remission of my invoice and / or a tax reduction and / or a refund of my purchase (e.g. waste stickers, room rental, parking signs, etc.). When can I expect the refund?

A: Our employees receive many refund requests. As a result, receiving a reply and a refund will take longer than usually. We apologize for the inconvenience. Do you have a question about a refund? Mail it to FI_terugbetalingen@antwerpen.be. Thank you for understanding.

Q: Can I still make an appointment for a permit file at the environmental permits counter?

A: The counter for environmental permits (den Bell, Francis Wellesplein 1, 2018 Antwerp) is open again according to the original hours, meaning every Tuesday, Thursday and Friday from 9 am to 12 pm. At the moment, only the necessary appointments will be organized that are relevant for public investigations, for example to view documents that cannot be made available digitally. You can make an appointment once again. You can also reach the municipal counter for environmental permits digitally or by telephone. You will find all the information on [this page](#).

Q: I want to view a permit file. What can I do?

A: Permit files can be viewed digitally during the period of the corona measures. In order to do this, please send an e-mail to omgevingsvergunning@antwerpen.be with the subject line: "digital inspection of the adjoining applicants [project number]" OR "digital inspection decision [project number]". We will then send you the file by e-mail.

Q: I want to view a territorial planning file and give a response. Is this still possible?

A: The public investigations and consultations on territorial planning files were temporarily suspended, but will resume. For each file there will be an examination on how to proceed. You will find all the information [on this page](#).

Q: I have an ongoing public inquiry for my environmental permit. How will this be held now?

A: Public investigations that were already ongoing were temporarily suspended. They have been resumed since 5 May. A list of the 70 suspended public investigations in Antwerp can be found [here](#). For each file there will be an examination on how to proceed. For this you should contact the environmental permits service. You will find all the information [on this page](#).

Q: Is the business counter still open?

A: The [business counter](#) is currently not taking any new appointments. For specific questions, please contact us at 03 338 66 88 or Bedrijvenloket@antwerpen.be. If you need a [digital pass](#) to identify yourself to apply for a [corona-related inconvenience premium from the Flemish government](#) or for another reason, please e-mail digitalesleutel@antwerpen.be with a copy of your eID / eVK card attached.

Q. Is the international student desk GATE15 still open?

A: No, this counter is closed. All international students with an appointment in GATE15 have already been contacted by their educational institution. More info on [this webpage](#).

Q: Can I still go to the Woonkantoor?

A: The residential antennas in the city counters of Berendrecht, Ekeren, Deurne and Wilrijk will stay closed. Appointments here are canceled. The employees continue to make maximum efforts to provide services by telephone or email (tel. 03 338 60 66, woonkantoor@antwerpen.be).

You can once again visit the Woonkantoor in the EcoHuis by appointment. You can make an appointment for the Woonkantoor by calling 03 338 60 66. Customers who have had to cancel their appointment due to the corona virus will have priority. Appointments are first thoroughly screened based on how necessary they are.

Q: Can I still go to the EcoHuis?

As of Tuesday 19 May you can once again contact an advisor in the EcoHuis concerning your questions about your energy and water bill, by appointment. You will have to make an appointment in advance via [the website](#), after which you will receive an explanation about how your appointment will take place.

The EcoHuis also wants to help you with your eco-friendly plans. You can make an appointment with a ecology consultant via 03 217 08 11 or plantwerpen@antwerpen.be.

Please also check [this overview](#) of the social services.

Q: Are the web points open?

A: No, and all classes have been suspended. Clients can still receive assistance by phone at 03 286 85 85 or make an appointment for 1-on-1 assistance.

Please also check [this overview](#) of the social service.

Q. Is the contents warehouse of the city of Antwerp still open?

A: No, this is closed. Citizens will no longer be able to collect their household effects as long as the corona measures are in effect. The six-month retention period that applies to all household effects is suspended: the duration of their storage is extended by the duration of the suspension, so that citizens can still collect their goods after the crisis. If you would like to be notified personally when the warehouse is reopened, please email his contact details to inboedels@stad.antwerpen.be.

Civil status

Q: Can my wedding ceremony still take place?

A: Religious and civil wedding ceremonies can still take place. A maximum of 30 people may attend the wedding ceremony on condition that the social distancing rules are respected. Each couple will be contacted individually to discuss the details for the wedding ceremony. Holding a reception or party afterwards is still prohibited.

Q: Can I still declare a birth?

A: Registrations in hospitals are temporarily suspended. The registration itself can of course still be done. You can send us the necessary information digitally. All necessary information can be found [here](#).

Q: Can I report a death?

A: This is done digitally by the undertaker.

A maximum of 30 people may attend a funeral ceremony if the social distancing rules are respected. Holding a memorial reception afterwards is still prohibited.

Garbage and garbage collection

Q: Is there garbage collection?

A: Yes, the household waste is collected as usually starting 6 am, one hour earlier than normally. Therefore you should put your garbage outside by 6 am at the latest. This will enable the city to steer more garbage trucks away from rush hour traffic and the employees of the garbage collection will be able to work more evenly.

Q: Is there bulk waste collection?

A: Yes, you can bring bulk waste to the recycling park or have it picked up at home by appointment. More information can be found on [this web page](#).

Q: Do recycling parks remain open?

A: The recycling parks of Berchem, Deurne, Luchtbal, Wilrijk, Zandvliet, Linkeroever and Hoboken are open again. Please note: you cannot go there freely, but have to

make an appointment first. You can make an appointment and read more information [here](#).

Q: How can I top up my recycling pass?

A: Top up your pass online via sorteerpasopladen.antwerpen.be. If you do not have a computer, you can continue to deposit the residual waste and PMD fractions without reloading your card. Your balance will then go in the red. After the measures have been suspended, you can top up your card in the service center and at the city counter. Then you will have to make additional payments to get a positive balance once again.

Q: I want to order an A-card or a recycling pass, or I have lost my A-card / recycling pass or it is defective. What should I do?

A: Mail your request for a new A-card or recycling pass at sorteerstraatjes@antwerpen.be or contact the municipal contact center at 03 22 11 333.

Please provide in this e-mail the following information so that we can create a new recycling pass:

- name and surname
- address
- national registration number
- telephone number
- e-mail
- if you have an A-card: card number

When the new recycling pass / A-card has been created, you will receive an e-mail with the details of your recycling pass (number, payment options).

A few days later you can expect to receive the recycling pass / A-card in the mailbox.

Hospitality, shops and other businesses and companies

Q: I am an entrepreneur in Antwerp and I have some questions. Where can I address them?

A: All extensive information and useful links for Antwerp entrepreneurs can be found at ondernemeninantwerpen.be/corona. This information is also regularly being updated.

Q: Which stores can stay open?

A: Since May 11, **all stores** can open again, under strict conditions:

- Only 1 customer per 10 m² is allowed in the store for a maximum period of 30 minutes.
- The safety distance of 1.5 meters must be respected.
- People should only go shopping alone. Exceptions to this are minors (they must be accompanied by 1 parent) and people in need of assistance.
- It is recommended to shop close to home or in the city / district / municipality where you work.
- When shopping, priority is given to people aged 65+, less mobile persons and healthcare staff.

Also beauty salons, non-medical pedicure shops, nail salons, hairdressers, barber shops and tattoo and piercing salons can open again. These must open by appointment, customers and staff must wear face masks and keeping the distance is important.

Not allowed to open yet: wellness centers (including saunas), fitness centers, casinos, arcade halls, betting offices, massage salons and sex establishments.

Q: What are the legal opening hours for the stores?

A: All stores may remain open according to their usual opening hours and days. Night shops remain open until 10 p.m.

Q: Will banks and post offices remain open?

A: These remain open during their normal opening hours.

Q: Do restaurants and cafes stay open?

A: No, all restaurants and cafes are closed. Restaurants are allowed to deliver and offer takeaway dishes. This means they are not allowed to have customers eat seated. Avoid long queues and waiting for your turn. Always keep 1.5 meters distance. All catering operators must remove their terraces. This prevents people from still taking a seat on the terraces and sitting together in groups.

AS OF 8 JUNE, restaurants could potentially gradually reopen, under strict conditions, and in a later phase also cafés, bars and the like.

Q: Can I still have food delivered or take away food?

A: Yes. Home deliveries and take-away are not prohibited, if complying to social distancing measures. Queueing outside should be limited as much as possible.

Q: Do roadside restaurants and shops at petrol stations stay open?

A: Roadside restaurants and shops at petrol stations may only remain open as shops, not in order to let customers eat seated. Avoid long queues and waiting for your turn.

If no food is being sold then the place cannot stay open during the weekend. Always keep 1.5 meters distance.

Q: Do night shops stay open?

A: Yes, night shops can stay open, but must close at 22:00. Avoid long queues and waiting in a line.

Q: Can casinos, arcade halls and betting offices stay open?

A: No, these need to close.

Q: Can I still stay in hotels?

A: Hotels are allowed to stay open but there will be NO ACCESS to the bar, restaurants (communal areas) and recreational areas. However, room service is allowed. Terrace furniture must be placed indoors. The meeting rooms of these hotels are closed.

Q: Can I spend the night in bed & breakfasts, AirBnBs, a campsite or other accommodation?

A: Recreational and tourist homes (camping, B&B, AirBnB, ...) must close. The permanent or non-permanent residents of this type of housing may of course continue to live here. Essential travel is only allowed near the place of residence.

Q: Do hairdressing salons, beauty salons and pet hair salons stay open?

A: Hairdressers and beauty salons, non-medical pedicure shops, nail salons, barber shops and tattoo and piercing salons can resume their activity, under certain conditions. These must open by appointment, customers (over 12 years old) and staff must wear face masks and keeping the distance is important.

Q: Do saunas and wellness centers stay open?

A: No, saunas and wellness centers remain closed, even if they are not for public purposes.

Q: Do fitness centers stay open?

A: Fitness centers remain closed. They are subject to decisions taken by the federal government for recreational activities.

Q: Do sex establishments stay open?

A: No. All sex establishments must remain closed. After all, compliance with the social distancing rule cannot be guaranteed in these establishments.

Sports, leisure, culture

Q: Which city locations are closed?

A:

- All municipal culture and meeting centers are closed. It is once again possible to visit the libraries freely starting June 2 [under strict conditions](#) in order to stop the coronavirus from spreading.

In the meantime you can visit a library with a collection service open by appointment in each district. You can make an appointment via antwerpen.bibliotheek.be. The municipal museums are open again. For this you must buy an online ticket in advance. Check the museum's website for more information.

- all sports halls and swimming pools are closed. Most open air locations are now open again under strict conditions. Check the [Sporting A](#) website for opening hours and more information.
- all youth infrastructure
- the city archive

Since May 4 you can use some open-air athletics tracks, taking the measures into account. This is the case for the athletics room Park Groot Schijn in Deurne, the athletics track at De Rode Loop sports center in Merksem and the athletics track of De Schinde sports park in Ekeren. Check the [Sporting A](#) website for the opening hours and more information.

Q: Which cultural institutions are closed?

A: Some cultural institutions are still closed. This means all opera and theater halls, concert halls and cinemas.

The municipal museums are open again. For this you must buy an online ticket in advance. Check the museum's website for more information.

It is once again possible to visit the libraries freely starting June 2 [under strict conditions](#) in order to stop the coronavirus from spreading.

In the meantime you can visit a library with a collection service open by appointment in each district. You can make an appointment via antwerpen.bibliotheek.be.

Q: What measures do the city museums take to ensure a safe visit?

To delay the spread of the coronavirus, it is not possible to visit the museum freely. The museum allows a maximum number of visitors inside during fixed time blocks. Tickets must be purchased online in advance.

Only visitors with a valid e-ticket and ID can enter the museum. Visitors who are entitled to free admission must also reserve an e-ticket first. Ticket sales at the counter are currently not possible.

Check the museum website for more info:

- Divaantwerp.be
- Fomu.be
- Letterenhuis.be/coronavirus
- Maagdenhuis.be/coronavirus
- Mas.be/coronavirus
- Middelheimmuseum.be/coronavirus
- Museummayervandenbergh.be/coronavirus
- Museumplantinmoretus.be/coronavirus
- Redstarline.be/coronavirus
- Rubenshuis.be/coronavirus
- Museumvleeshuis.be/coronavirus

On the website you will also find which collections and exhibitions you can visit and which safety measures are being taken.

The sanitary facilities in the museums are open to (paying) visitors. The necessary hygiene measures are being taken to make this possible. Accessible public toilets and urinals can be found on the [Antwerp city map](#).

Q: I have tickets for a performance / cultural activity that has been canceled. Will I be refunded the tickets?

A: All activities and performances have indeed been canceled. All organizers will look into the possibility of rescheduling. In that case, tickets will remain valid. For tickets for activities organized by the city itself and that are canceled, each ticket buyer will be contacted as soon as possible. They will have various options to choose from.

Q: Are dance clubs and party venues closed?

A: Yes, dance clubs and party venues are closed.

Q: Can I still exercise?

A: People can of course exercise individually outdoors, around the area where they live. Since May 4, you can also use some athletics tracks in the open air again, taking the safety measures into account. These are the athletics track of Park Groot Schijn in Deurne, De Rode Loop sports center in Merksem, De Schinde sports park in Ekeren and Het Rooi in Berchem. In addition, you may bring family members who live under the same roof as you or maximum 2 and the same friends. Therefore do not enter playgrounds and sports areas where you cannot exercise (or play) individually. Access to changing rooms, communal showers and cafeterias is still prohibited. Contact sports are forbidden. Always observe the hygiene guidelines, such as keeping a distance of 1.5 meters from others and washing or disinfecting your hands before and after exercising. After exercising you need to return home immediately. For practicing sports it is allowed to make short trips by car.

Individual fitness equipment and other sports equipment on public domain may be used once again, provided that all guidelines regarding social distancing are observed. Small playing equipment and individual equipment for playing may also be used again.

Since May 18 it is allowed to practice organized outdoor sports in groups of max. 20 people with a trainer. All distance and hygiene rules must be followed during training. The outdoor areas below (athletics tracks and synthetic turf pitches) will therefore reopen for clubs.

- Sports center Wilrijkse Plein
- Sports center Het Rooi in Berchem (also open to individual joggers)
- Athletics track Park Groot Schijn in Deurne (also open for individual joggers)
- Sports park Willem Eekeleers in Antwerp
- Sports center De Schinde in Ekeren (also open to individual joggers)
- Athletics track of the De Rode Loop sports center in Merksem (also open to individual joggers)

Please note: the natural grass fields are currently regenerating. This means that we are giving the grass the opportunity to recover by the new sports season. Only synthetic turf pitches can currently be used.

Q: When will the libraries open again?

A: You can visit the libraries freely starting June 2 under strict conditions, but since Monday May 4 you can borrow items again. A library with a collection service has opened by appointment in each district. Library customers can place an order via <https://antwerpen.bibliotheek.be> and make an appointment to pick it up at a collection library of their choice. The collection library ensures that the items are packed ready by the chosen collection time. The necessary safety measures are respected.

Q: I have reserved library items, when can I collect them?

A: If there are reserved items for you in one of the following libraries that provide collection service, you can make an appointment via <https://antwerpen.bibliotheek.be> to collect them:

- Permeke - Antwerp
- De Poort - Berchem
- Viswater - Berendrecht
- Vrede - Borgerhout
- Couwelaar - Deurne
- Driehoek - Ekeren
- Hoboken
- Park - Merksem
- Bist – Wilrijk
- Kielpark - Antwerpen-Kiel
- Elsschot - Antwerpen-Linkeroever

If the reserved items are available in a library different from those with a collection service from the list above, the items will remain in the library until it can open again on June 2. Your reserved items will be kept aside for up to 2 weeks after the reopening of the libraries without any costs being charged.

If you no longer need the reserved items, you can cancel this reservation by contacting customer service at bib.klantendienst@antwerpen.be. Be sure to also mention your A-card number.

Q: Will my loan period at the library be automatically extended?

A: All library customers are allowed to keep their items for longer at no additional cost up to 2 weeks after libraries open again on June 2. For library items that need to

be returned during the closing period, your loan period will automatically be extended.

Q: Which digital services of the libraries can I use?

A: Check through the [digital library services](#) for which services you use the library with your profile.

Q: I have to pay for the loan. Will that amount remain the same until the libraries are open again and I can come pay?

A: For library items for which loan money had to be paid, the further payment of the loan money is temporarily suspended.

Q: Can I already return rented items to the library?

A: If you still want to return rented items, you can do so during the collection of reserved items or in the return boxes at these libraries:

- Permeke - Anvers
- De Poort - Berchem
- Viswater - Berendrecht
- Vrede - Borgerhout
- Couwelaar - Deurne
- Driehoek - Ekeren
- Hoboken
- Park - Merksem
- Bist – Wilrijk
- Kielpark - Antwerpen-Kiel
- Elsschot - Antwerpen-Linkeroever

Keep in mind that the items will remain on loan on your card for at least 3 working days.

Q: I have an A-card voucher that I can no longer exchange on time due to the temporary closure of cultural centers, museums, libraries and swimming pools. What will happen to the voucher?

A: It has been decided to automatically renew the validity of all A-card vouchers with an expiry date between March 12 and July 31, 2020 until the end of this year on December 31, 2020. For more information please check www.antwerpen.be/a-kaart.

Q: Are playgrounds and petting zoos closed?

A: Yes, indoor and outdoor playgrounds are still closed. The parks will remain open. Small playing equipment and individual equipment for playing that are not part of a playground may be used again.

Schools, childcare and Huis van het Kind

Q: What will happen to primary and secondary schools?

A: Classes in school have partially resumed. Pupils from the 1st, 2nd and 6th grade of primary school and the 6th grade of secondary school can once again attend classes in school, after positive advice from the prevention advisor and depending on the school's capacity to organize this safely. On days when no lessons are taught in school, pupils attend classes at home or in the daycare. Your child(ren)'s school will inform you about which classes can go back to school and on which days.

For preschoolers and other primary or secondary school years, classes in school are suspended and all classes are taught remotely.

Q: My child cannot go back to school and cannot stay at home either because I have to work. Where can he/she go?

A: Parents working from home should take care of their children as much as possible. The schools still provide childcare for children whose families need childcare. If your child(ren)'s school does not have enough space to organize childcare safely, the city will provide its support by offering safe childcare in a municipal location nearby. This service is organized in every district and in accordance with all safety measures. Contact your school to request childcare. If the school cannot or does not want to help you, you can report this to noodopvang@antwerpen.be. In that case we can look for a suitable solution.

Q: What will happen to part-time art education or adult education?

A: Distance learning will remain the standard in both cases.

The academies for part-time art education can resume starting May 25 via one-on-one education for students who want to move on to higher art education next school year. Contact the academy for more information.

Students from a number of adult education courses can go to the Adult Education Centers and Centers for Adult Basic Education individually and by appointment. Some suspended internships can be resumed. As of June 1, adult education will be

partially and gradually resumed for students who graduate from certain vocational courses and students of the basic modules Dutch second language, as long as this is possible with the current safety regulations. For all other adult education courses, physical classes will not be resumed during the current school year. Your training center will contact you for more information.

Q: Are the childcare locations open?

A: Since May 18 the childcare locations are open once again for children of all parents.

Follow the instructions shown at the childcare location about how and where to drop off your child. Only 1 person can enter the location to drop off or pick up your child. The same person is supposed to drop off and pick up your child. In doing this, a face mask or other method of covering the face is mandatory. Brothers, sisters and other family members need to wait outside. Keep a physical distance from other parents and employees (social distancing).

Q: How do I know if my childcare location is temporarily closed?

A: Each childcare center will notify the parents when it would close temporarily. For municipal childcare centers, this will be communicated via the online [Mijn Kinderopvang](#) platform. Parents can also always read the latest updates in this document.

Q: Do I have to pay for the days that I keep my child at home from childcare?

A: No. Parents do not have to pay for this. If the childcare request is connected to low income, parents are temporarily not obliged to give respite days when they keep their child at home on reserved days. We will keep parents informed on how long this measure will be in place. If this measure changes, you can find out about it here.

Q: I suddenly need childcare for my child, for example because I am being called up in the medical field or another essential profession. My child is between 0 and 3 years old and did not go to childcare before. Who can I contact?

A: The Childcare Contact Point Contactpunt Kinderopvang helps you to find childcare for your child in the short term. Address your question by e-mail to contactpuntkinderopvang@antwerpen.be and include a telephone number so that they can easily reach you.

Q: My child has symptoms of corona. Can my child go to daycare or to school?

A: No. If your child shows symptoms of corona, he or she needs to stay at home and you need to notify the school or the childcare center. Your child may only return to school or childcare with the doctor's approval.

Q: Someone in my family is or I am myself (potentially) infected with the corona virus. Can I let my child go to daycare or school?

A: If there is a confirmed case of the coronavirus in your family (a positive test), everyone in the family should stay at home for 14 days. This also applies to the children. If there is only a suspicion that someone may be infected, your child may go to daycare or school.

Q: Can I still go to the Child Assistance Centre (Huis van het Kind)?

A: Huis van het Kind and its partners remain available by telephone or e-mail. You can only physically visit 7 Houses of the Child with questions about your children's education and questions about pregnancy and childbirth. The other locations remain closed. The group activities and discussions are canceled.

Please also check [this overview](#) of the social services.

Q: Are the Child and Family consultation offices (Kind en Gezin) open?

A: The Child and Family consultation offices (Kind en Gezin) have resumed their activity for vaccinations and priority investigations. The Child and Family office (Kind en Gezin) will contact all parents regarding their new appointment. The consultation office of the Child Assistance Centre (Huis van het Kind) Groenenhoek is temporarily housed in the regional headquarters of the Child Assistance Centre (Huis van het Kind), Alfred Oststraat 2, 2140 Borgerhout.

Please also check [this overview](#) of the social services.

Events, markets, fairs, religious gatherings and garbage collection

Q: Can events and fairs still be held?

A: No, cultural, sporting, tourist and recreational events are prohibited until at least June 30. According to federal government guidelines, events for large crowds will not be held either before the end of August. Fairgrounds are also canceled.

Q: Are the markets still being held?

A: Markets may reopen with a maximum of 50 stalls and if measures are taken to observe the necessary social distancing. Face masks are mandatory for vendors and their staff and are recommended for visitors. For more information, visit www.antwerpen.be. An updated overview of all Antwerp markets will soon be available at www.antwerpen.be/markten-in-uw-district.

Flea markets and antiques markets may not open yet.

Q: Are food trucks allowed?

A: Licensed food trucks and other street vendors are allowed to resume operations.

Q: Can religious meetings take place?

A: No, all religious gatherings are prohibited. Religious wedding ceremonies can take place in an intimate circle (maximum 30 people). Wedding parties should be postponed. Funeral ceremonies can take place if organized in an intimate circle (max. 30 people) and if the social distancing rules are respected. Holding a memorial reception, a reception or a party afterwards is still prohibited.

Visiting Antwerp

Q: Can I still visit Antwerp from abroad?

A: An entry ban applies in Belgium, you can no longer visit Antwerp if you want to travel to the city from abroad at least until June 8.

Q: Can I still visit Antwerp from inside Belgium?

A: Everyone should stay at home as much as possible. Trips are only allowed if they are for work or if it concerns necessary trips **in your own neighborhood**, e.g. to food shops, medical care, pharmacists, the post or the bank or gas stations.

AS OF JUNE 8, after federal consultation, there is a chance that trips in Belgium might be allowed.

Q: Can I go to the tourist information desk?

A: The visitor center and the city shop on the Grote Markt are once again open. The visitor center in Central Station will remain closed for now. If you have any questions, you can contact us by phone at +32 (0) 3 232 01 03 or by email: info@visitantwerpen.be.

Q: Can cruise ships still dock?

A: Cruise ships are allowed to dock and be provisioned, but passengers are not allowed to disembark.

Q: Can I still use public toilets in Antwerp?

A: Yes. However, due to the many closures of city buildings as a result of the corona measures, most public toilets are no longer in use. On the digital city map you can find an overview of the [urinals](#) and [toilets](#) that are still available.

Guided tours

Q: Will my guided tour still be organized?

A: No, the people who have booked will be duly contacted.

Q: I have planned a guided tour. Does it get refunded?

A: Yes, also in this case everyone will be duly contacted about refunds.

Q: Can I still book a guided tour / museum tour through the website?

A: No, this service is temporarily suspended. For more information, please call +32 33 38 95 30 or tickets@visitantwerpen.be.

Q: I have purchased a city card. Does it get refunded?

A: Unused city cards will be refunded. However, they remain valid, so they can also be used at a later date. If you want a refund please mail at antwerpcitycard@visitantwerpen.be.

Tourist attractions

Q: Which tourist attractions are closed?

A:

- Antwerp Symphony Orchestra
- The Chocolate Line

- Chocolate Nation
- Antwerp Bike Tours
- Antwerp by bike
- Cyclant
- Antwerp Diamond Bus
- Boat trips Jan Plezier
- Flandria
- River tours
- DIVA Museumshop
- the Cathedral
- De Koninck brewery
- De Ruien
- Cinemas
- Concert halls
- Opera and theater halls
- (Indoor) playgrounds

The museums and the Antwerp Zoo are open again, subject to conditions. Check [the Antwerp Zoo website](#) or the museum you want to visit for more information.

AS OF JUNE 8, other tourist attractions might open again.

Q: Which tourist attractions remain open?

A:

- Levanto (bicycles for hotels and accommodation)
- Middelheim Park (only the park, the museum institution and the restaurants will be closed)
- Stadsfeestzaal and Grand Bazar Shopping Center

Board

Q: Are the sessions of the city council and other governing bodies still taking place?

A: The sessions of the city's Mayor and Aldermen Board take place physically or digitally. The city council, the council committees and the council for social welfare of Antwerp hold virtual meetings. You can follow the sessions of the [city council](#) and the [council committees](#) online or watch them afterwards. Most district councils also meet virtually, but without a live stream. Some districts make the audio file available on their website afterwards.

If you cannot find the answer to your questions in this overview visit the federal government site <https://www.info-coronavirus.be/nl/>.

Need more information?

If you have not been able to find an answer to your question after reading the above information about the measures in Antwerp, please contact the **municipal contact center**. Call 03 22 11 333 (every working day from 9 am to 5 pm), or mail at info@antwerpen.be.

Do you need more **general information** about the measures against the spread of the coronavirus? Visit the federal government site <https://www.info-coronavirus.be/nl/>.

Do you prefer to listen to the measures regarding corona in Belgium? On www.atlas-antwerpen.be you can hear the explanations regarding the rules in your own language.