

FAQ coronavirus (UPDATE 64 – updates until July 29, 16h30)

Coronavirus: frequently asked questions about the measures

Certain measures are being taken to prevent the coronavirus from spreading. Here you will find the answer to all frequently asked questions on the matter. These questions are very frequently updated.

Would you like to visit the city counter?

If so, be sure to read the information under the topic 'Counters' before taking any further steps.

On Monday 27/7 the National Security Council and the Antwerp Provincial Crisis Cell took a series of new measures to prevent the coronavirus from spreading. These have a considerable additional impact on the city of Antwerp.

Follow the basic rules

Wearing a face mask (more info in the section "Face masks") is **mandatory** for everyone older than 12 on the public domain and in any place that is private but publicly accessible. This obligation does not apply during the consumption of food and drink and during intensive sport activities, but one must always carry a face mask with them. The obligation also does not apply in the private sphere (at home).

- Between 23h30 and 6h there is a curfew: everyone has to be at home. Exceptions are essential trips that cannot be postponed, e.g. going to work or the hospital.
- Hygiene rules remain essential:
 - 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.
 - Do not give hands, kisses or hugs.
 - Have as little contact with others as possible. Stay at home if you are ill (and in that case call a doctor).
- As a rule, everyone should maintain a safety distance of at least 1.5 metres - the so-called **social distance** - from each other.
- The exception to this rule are your own household and children under 12 years of age.

- In addition, each household may meet a maximum of 5 people, always the same ones, during private meetings, including those that take place in publicly accessible places. Children under the age of 12 are not included among these 5 people.
- When you meet outside your home with people who do not belong to your household, you can do so with a maximum of 10 people, including yourself. In this case you need to observe the social distance.
- Outdoor activities should be preferred wherever possible. Where necessary, rooms should be adequately ventilated.
- Additional precautions must be taken for people belonging to a high-risk group. 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.
- In public and in publicly accessible establishments, the use by several people of the same can, glass, bottle, etc. for food and drink consumption is prohibited, as is the use of the same item of smoking material (cigarette, e-cigarette, etc.) by several people. The use of hookahs is completely prohibited in public and in publicly accessible establishments.
- In certain establishments the visitors' data (mobile phone or e-mail address) of is temporarily stored:
 - cafés and restaurants
 - pools
 - wellness centres
 - amusement arcades
 - common sports lessons

These data may only be used for COVID-19 purposes and will be destroyed after the set deadline.

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.

Q: 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
- signature legalization
- child recognition
- marriage declaration
- declaration of financial responsibility for another person
- parking permit - application (only in temporary city counter Den Bell)
- recycling pass / A-card (only in temporary city counter Den Bell)
- low-emission zone (only in temporary city counter Den Bell)
- organ donation (only at the Wilrijk city counter on Tuesday morning and Thursday afternoon)

The city counters are only accessible to visitors with an appointment. There is no use coming without an appointment. It is best to book an appointment online. You will not be able to get an appointment any faster by calling or emailing.

When making an appointment, please take into account the term for (mandatory) quarantine if you have returned from a high-risk area.

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.

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

A:

- Wear a face mask when you visit a city counter, this is mandatory.
- Arrive at the city counter up to 10 minutes before the start of your appointment. If you are early, you will have to wait outside.
- Keep a distance of 1.5 meters.
- Wash your hands with the hand gel that is available there.
- Come to your appointment alone, unless you have an appointment for several people. Children or people with reduced mobility may bring one person along.
- Pay only with a debit or a credit card.

Q: Do you have another urgent question for the city counter?

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

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

A: For the time being you can only use the certificates counter in the Antwerp city centre counter. Here you can print out various certificates yourself using your identity card and PIN code. An overview can be found on the [webpage](#) of the city counter itself. You can drop by without an appointment. The certificates counter in the Deurne city counter and the self-service counters in all counters remain closed for the time being.

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 the 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 a positive house check we will inform you by e-mail or post about the next steps. You will also receive a certificate of residence and family composition that you should keep together with your identity card. Do you urgently need this certificate? If so, you can apply for it yourself via a [digital request through the e-counter](#). Or you can print out the certificate at the attestation desk at [the city counter of the Antwerp district](#). In that case, bring your identity card and PIN code with you. Making an appointment at the city counter to update the chip on your identity card is not possible for the time being. As soon as you are able to do so, we will send you an invitation to make an appointment.

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 in Belgium 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.

Please note: in the rest of the European Union, all driver's licenses (both definitive licenses and certificates of professional qualification) that expire between January 31 2020 and September 1 2020 will be automatically renewed for 7 months from the expiry date indicated on the driver's license. This means that a driver's license which expires on March 15 will remain valid in Belgium until September 30 2020 and in the rest of the EU until October 15 2020.

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: 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?

You can 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: A number of web points will open again, but only to a limited extent (by appointment and only for people in a precarious situation after referral by an intermediary):

- Costa
- Web point 't Pleintje
- Permeke
- Couwelaer
- Antwerp Centre (Digipolis)
- Hoboken
- Linkeroever
- Luchtbal

The addresses and opening hours can be found [here](#).

Customers must wear a face mask.

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.

Webpoints NOVA, Atlas and Merksem remain closed for the time being.

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.

Face masks

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

A: Wearing a face mask is **mandatory** on the public domain and in any place that is private but publicly accessible. This obligation does not apply during the consumption of food and drink and during intensive sport activities, but one must always carry a face mask with them. The obligation also does not apply in the private sphere (at home).

A face mask does not replace other basic rules:

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 city and the federal government have already distributed face masks. You can buy extra face masks yourself, among others from pharmacies, supermarkets or on the Internet. If you want to buy online, watch out for fake web shops and phishing emails or text messages that link to them. More information can be found on www.safeonweb.be.

Q: How do I wear my textile face mask?

A: Wearing a textile face mask helps to limit the coronavirus from spreading, 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. On www.antwerpen.be/corona you will find all this information.

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/socialehulpcorona.

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: 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) and the Social Service Centre 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 are open again. You no longer need to make a reservation, you can sit at a table for maximum 45 minutes and you can only pay by card or contactless. You can also still take food to go. The local social restaurant will provide the right packaging. **Do not bring your own jars and packaging.** Check all the guidelines and opening hours at <http://metsense.be>. The cafeterias will remain closed for the time being.

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 (domestic violence)
- 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](#). Do you have a generic question? Mail 1g1p@antwerpen.be.

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

A: In **service flats** run by Zorgbedrijf Antwerpen the schedule for visits - which have been in force since 10 May - will be further relaxed. Each visitor has to register and take it upon on his/her own responsibility to respect the rules of the National Security Council. Click [here](#) for more information.

Based on the **new government guidelines**, the schedule for visits in the **residential care centres** run by Zorgbedrijf Antwerpen will be restricted again. Visiting is allowed by appointment only. Click [here](#) for more details.

The service centres have reopened on Monday June 8. Among other things, you can go there every day for a three-course lunch, while observing the current safety rules. More details on [this website](#).

Traveling and mobility

Q: Is it allowed to make trips again?

A: Trips are allowed during the day. At night, between 23:30 and 06:00, there is a curfew due to which everyone has to be at home. Exceptions are essential trips that cannot be postponed (to work, to the hospital, etc.). When you meet outside your home with people who do not belong to your household, you can do so with a maximum of 10 people, including yourself. You need to respect social distancing at all times in this case.

Starting June 15 the Belgian borders are open again. [On this website](#) you will find the most recent travel advice.

Q: Are municipal parks and cemeteries open?

A: Yes, they are open. It is important to get out of the house regularly. Make sure to observe the rules concerning face masks and maximum number of people at all times.

When you meet in public places with people who do not belong to your household, you can do so with a maximum of 10 people, including yourself. You need to observe the social distance at all times.

To fully respect social distancing, it is best to plan your visit to the park during a quiet moment.

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

A: Yes, they can be used without any restrictions.

Q: Can I use public transport?

A: Yes, you can continue to use public transport. 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 sailing between Right and Left Bank?

A: The Sint-Anna ferry, which sails between the Left Bank and the Steenpontoon, is operational. 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 sailing?

A: The [Waterbus](#) is sailing according to an updated schedule, whereby the stops in Lillo and Liefkenshoek are temporarily suspended. Trips to and from work will have priority over leisure trips. 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: Can I apply for a parking permit for residents at a city counter?

A: You can apply for, change or end a parking permit for residents online via the [e-counter](#).

Would you prefer to drop by to apply for a parking permit? This is currently only possible at the temporary city counter Den Bell. Always make an appointment for this. It is currently not possible to apply for a parking permit at the other city counters.

Q: Can I cancel my parking ban for free?

A: You can request a cancellation at least 3 working days before the starting date of the parking ban by sending an e-mail to tijdelijke.verkeerssignalisatie@antwerpen.be. The variable cost of the file will then be refunded. If you cancel the file later, you will not receive a refund.

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. Wearing a face mask is mandatory. 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.

Civil status

Q: Can my wedding ceremony still take place?

A: Religious and civil wedding ceremonies can still take place. A maximum of 100 people may attend the wedding ceremony on condition that the social distancing rules are respected. Wearing a face mask is mandatory during all ceremonies (including weddings) in churches and other places of worship. We request you to postpone wedding parties and receptions.

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 100 people may attend a funeral ceremony if the social distancing rules are respected. It is prohibited to hold a memorial reception afterwards for more than 10 people.

Wearing a face mask is mandatory during all ceremonies (including funerals) in churches and other places of worship.

Q: Can I register my legal cohabitation?

A: You can do so without any problems. You do not need to come to the city counter and can arrange this online. You will find all the information on the [legal cohabitation information sheet](#). You do not have to postpone your application.

Q: Can I submit a nationality application?

A: The first part of this procedure is completely digital. Fill in the [nationality application form](#) via www.antwerpen.be/eloket. We will then provide you with all the information about the conditions that you must meet. We will also explain to you which proof you need to collect. You do not need to postpone the start of your application until after the corona crisis.

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: All recycling parks are open again. Please note: you must wear a face mask and 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 preferably online via sorteerpasopladen.antwerpen.be.

If this does not work you can also address your request at the temporary city counter Den Bell. Always make an appointment for this. It is currently not possible to top up your recycling pass at the other city counters.

If you do not top it up, you can continue to deposit the residual waste and PMD fractions and your balance will then go in the red. After that 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 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.

Q: Can I still get material as a street volunteer?

A: Starting June 16, street volunteers will be able to collect material again (red garbage bags, sticks, etc.).

This is only possible on Tuesdays in Permeke and by appointment:

- by calling 03 338 39 95 (between 9 a.m. and 4 p.m.)
- or by mailing straatvrijwilligers@antwerpen.be

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 businesses/stores are open?

A: Except for some exceptions, **all stores** are open again, under strict conditions:

- The safety distance of 1.5 meters must be respected.
- Clients will be offered sanitizing gel.
- Wearing a face mask is obligatory in shops and shopping malls for everyone over 12 years old.
- Alcohol cannot be sold for take-away use (including from petrol stations, take-aways, etc.) between 10 pm and 7 am the following morning.
- From July 29, customers are required to shop individually. The only exception is the company of underage family members or a person in need of assistance.
- From July 29, shopping will be limited to a maximum of 30 minutes (except by appointment).

Also beauty salons, non-medical pedicure shops, nail salons, hairdressers, barber shops and tattoo and piercing salons are open again. These must open by appointment, customers over 12 year old and staff must wear face masks and keeping the distance is important.

Also wellness centers (including private saunas), arcade halls, amusement parks, indoor playgrounds and cinemas can open again. Wearing a face mask is mandatory from the age of 12. Wellness centres and arcade halls must keep a register in which

one visitor or participant per family leaves his/her telephone number or an e-mail address. These records will be destroyed after 4 weeks.

Fitness centres and party halls (except for funeral ceremonies) must stay closed.

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

A: All stores may remain open according to their usual opening hours and days. Slot machine arcades are allowed to open until 23h. Night shops must close at 22h.

Alcohol cannot be sold for take-away use (including from petrol stations, take-aways, etc.) between 10 pm and 7 am the following morning.

Q: Are restaurants and cafes open?

A: Yes, all restaurants and cafes are open under strict conditions:

- All catering businesses must register all their customers daily and keep this information for 4 weeks. Afterwards, that data must be deleted.
- Max. 4 people or people living together per table
- Wearing a face mask is mandatory when moving through the establishment.
- Each customer must remain at their own table and be served at the table (with the exception of bar orders in single-employee establishments provided that social distancing is taken into account)
- The distance between groups must be 1.5 metres, unless the groups are separated by a plexiglas wall (or a similar alternative) of at least 1.8 metres high.
- The use by several people of the same can, glass, bottle, etc. for food and drink consumption is prohibited, as is the use of the same item of smoking material (cigarette, e-cigarette, etc.) by several people. The use of hookahs is completely prohibited in public and in publicly accessible establishments.
- Closing time is 23h.
- Payment is preferably by card

Q: Can I 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 night shops stay open?

A: Yes, but they must close at 10 pm. Avoid long queues and waiting in a line. Also in night shops wearing a face mask is obligatory starting July 11 for everyone over 12 years old.

Q: What about hotels?

A: Hotels have remained open this entire time. If the hotel has a bar and restaurant, they may open again under the strict conditions described above at 'Are restaurants and cafes open?

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

A: Recreational and tourist homes (camping, B&B, AirBnB, ...) can open again.

Sports, leisure, culture

Q: Which cultural institutions are open again?

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

Also it is once again possible to visit the public libraries in Antwerp freely. Check the updated service and opening hours between June 2 and August 31. More information on antwerpen.bibliotheek.be.

Q: What is the public cultural agenda offered by the city of Antwerp?

A: Together with all involved urban and non-urban cultural and event partners, the city of Antwerp is providing an updated cultural offer during the summer months. On www.antwerpenstraalt.be you will find a lot of inspiration for fun activities in Antwerp. Filter by the theme "Art & Culture" for an overview of all cultural activities that will be organized in Antwerp this summer.

Q: Can the cultural fair Cultuurmarkt Vlaanderen still continue?

No, after the National Security Council decided to ban all mass events at least until August 31, the city of Antwerp has also formally decided not to organize the annual Cultuurmarkt. All parties involved from the arts and culture sector are working intensely behind the scenes on a new initiative to support the start of the cultural season in Antwerp.

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](https://divaantwerp.be)
- [Fomu.be](https://fomu.be)
- [Letterenhuis.be/coronavirus](https://letterenhuis.be/coronavirus)
- [Maagdenhuis.be/coronavirus](https://maagdenhuis.be/coronavirus)
- [Mas.be/coronavirus](https://mas.be/coronavirus)
- [Middelheimmuseum.be/coronavirus](https://middelheimmuseum.be/coronavirus)
- [Museummayervandenbergh.be/coronavirus](https://museummayervandenbergh.be/coronavirus)
- [Museumplantinmoretus.be/coronavirus](https://museumplantinmoretus.be/coronavirus)
- [Redstarline.be/coronavirus](https://redstarline.be/coronavirus)
- [Rubenshuis.be/coronavirus](https://rubenshuis.be/coronavirus)
- [Museumvleeshuis.be/coronavirus](https://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](#).

Starting July 11 wearing a face mask is obligatory in museums for everyone over 12 years old.

Q: Is the city archive (Felixarchief) closed?

A: The FelixArchief, the Antwerp City Archive, is open by appointment only. We make every effort to guarantee a safe visit. That is why we only allow a limited number of visitors at the same time. We ask you to book your place well in time through our website. Prepare your reading room visit as well as possible. All items need to be reserved in advance. No additional items can be requested in the reading room itself. More information about making this appointment can be found [here](#).

Starting July 11 wearing a face mask is obligatory in Felixarchief for everyone over 12 years old.

Q: Are the libraries open again?

A: It is again possible to visit the libraries of the city of Antwerp freely. In addition, since July 1, the libraries may organize new activities, welcome families and / or (class) groups and make computers available. Regular activities such as Leeslekker (reading sessions for children) and Samen Lezen (for adults) can be organized

again. Creative holiday workshops, reading campaigns and on-site activities complete the summer offer.

Check the updated service and opening hours between June 2 and August 31. More information on antwerpen.bibliotheek.be.

Starting July 11 wearing a face mask is obligatory in libraries for everyone over 12 years old.

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 pick them up during library opening hours. Check the [opening hours](#) of the library. All libraries will have updated opening hours from June 2 to August 31. Some neighbourhood libraries are closed from July 15 to August 15.

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: Are dance clubs, party clubs and night clubs closed?

A: Yes, dance clubs, party clubs and night clubs are closed at least until the end of August. Parties are also prohibited at least until the end of August.

Q: Can I exercise?

Outdoor sports

A: Only contactless sports are allowed. Sports with more than ten adults are prohibited.

People can exercise outdoors individually (or with maximum 10 people). You can also use some athletics tracks in the open air, 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. Therefore do not enter playgrounds and sports areas where you cannot exercise (or play) individually. Access to changing rooms and showers is still prohibited. 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.

Individual fitness equipment and other sports equipment on public domain may be used, provided that all guidelines regarding social distancing are observed. Users should also use hand gel before and after exercising.

It is once again allowed to practice organized outdoor sports in groups of max. 10 people, including the trainer, except for contact sports.

Organisers of group sports lessons must keep a register in which one visitor or participant per family leaves his/her telephone number or e-mail address. These records will be removed after 4 weeks.

All distance and hygiene rules must be followed during training. The outdoor areas below (athletics tracks and synthetic turf pitches) are therefore open again 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.

Opendoor swimming pool De Molen and leisure lake Boekenberg will open again on July 1. Many measures have been taken to ensure a safe swimming session. Therefore, for example, you always need to reserve your entrance beforehand for De Molen. All the information can be found on www.sportingA.be. Both swimming pools must keep a register in which one visitor or participant per family leaves his/her telephone number or e-mail address. These records will be removed after 4 weeks.

Indoor sports

A: Only contactless sports are allowed. Sports with more than ten adults are prohibited.

Municipal sports halls reopen the doors for sports activities with maximum 10 people and with supervision. However, access to changing rooms and showers remains forbidden. Always follow the hygiene guidelines, such as keeping 1.5 metres away from others and washing or disinfecting your hands before and after sport activities.

Organisers of group sports lessons must keep a register in which one visitor or participant per family leaves his/her telephone number or e-mail address. These records will be removed after 2 weeks.

Fitness centres will be closed.

Indoor swimming pools will open on 1 July 2020. Many measures have been taken to ensure a safe swimming session. Therefore, for example, you always need to reserve your entrance beforehand for De Molen. All the information can be found on www.sportingA.be. Swimming pools must keep a register in which one visitor or participant per family leaves his/her telephone number or e-mail address. These records will be removed after 2 weeks.

Competitions may be organized for all sports since July 1, except for sports with more than ten adults. There is no audience allowed.

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 the youth centres closed?

A: All youth infrastructure has been reopened.

Q: Are playgrounds closed?

A: Outdoor playgrounds (both small and large) are open again. Please note: they are only accessible to those under the age of 13. Adults who supervise the children must continue to respect the rules on social distancing. They are also asked to limit the playing time to give others a chance to play, and to come back at a later time if it is too busy. Wearing a face mask is mandatory for everyone older than 12.

Since July 1 *indoor* playgrounds are also open again.

Q: The summer holiday has started. Can my child participate in activities or camps?

A: Youth activities may take place this summer, as long as the organizers take a number of safety measures into account. The most important one is that the maximum number of people per bubble is 50 (including supervisors). Children do not have to keep a distance from each other, but they must stay within the same bubble per week. This means that if you register your child for an activity, he or she is not

allowed to end up in another bubble (of a different leisure offer) in the same week. Take this into account when registering your children, and possibly choose a week registration or a number of activities from the same organizer (which takes this maximum number into account) in the same week.

Still looking for fun activities for your child this summer? Then take a look at www.antwerpen.be/vakantieaanbod

Q: Can associations still request guidance meetings?

A: As of June 16, associations in Permeke can request guidance meetings. This is only possible by appointment:

- Tel. 03 338 39 95 (between 9 a.m. and 4 p.m.)
- or buurtsecretariaat@antwerpen.be

Neighbourhood secretariats remain closed. You can find more information [here](#).

Schools, childcare and Huis van het Kind

Q: What impact do the corona measures have on student support in Antwerp?

A: The corona measures affect student life and support for students in Antwerp. You can find the answers to frequently asked questions on www.stanstan.be. On [Kotweb for students](#) you can find specific questions about student housing. Landlords can find more information on [Kotweb for landlords](#).

Q: I am looking for a summer school. Where can I get more information?

A: The city of Antwerp supports all summer schools open to young people from Antwerp. The Antwerp schools that organize their own summer school have made their own decision whether to open up to pupils from other schools or not. Check the [offer for primary and secondary education](#) and register directly for your summer school. You can register for the YouthStart Summer School, aimed at young people above 16, through the [YouthStart](#) website. Do you have any questions or cannot find a suitable offer for your child? Please contact onderwijsvragen@antwerpen.be.

Q: Are the childcare locations open?

A: 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: During the months of April, May and June you did not have to pay for the childcare when your child stayed at home. From 1 July this will change and the centre will decide whether it will continue to apply the corona system or return to the regular system as before the corona crisis. Ask your childcare which system it uses.

If your childcare facility will continue to apply the arrangements made during the corona crisis

In this case you do not have to pay absence days. In the case of income-related childcare, parents temporarily do not have to give respite days when they keep their child at home on reserved days. However, the childcare centre can reduce the total number of respite days to which you are entitled by 1 / 12th per month for the months of July and August.

This arrangement will continue to apply until August 31, 2020.

All locations of the Stedelijke Kinderopvang use this scheme. Stedelijke Kinderopvang will not reduce the total number of respite days to which you are entitled.

If your childcare centre follows the normal system

In that case, you as a parent follow the childcare plan as stipulated in your contract. If it concerns income-related childcare, you start a respite day when your child stays at home.

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 children's daycare?

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

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 children's daycare.

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

A: Huis van het Kind and its partners remain available by telephone or e-mail. You can only physically visit [these Huis van het Kind locations](#) 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 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, religious gatherings and garbage collection

Q: Can mass events and fairs still be held?

A: All events and parties in the city of Antwerp are prohibited. Exceptions are play streets.

Q: Are the markets and fairs still being held?

A: Public markets (including antique and flea markets) may reopen with more than 50 stalls and if measures are taken to observe the necessary social distancing. Face masks are mandatory for market vendors and their staff and for visitors. Also at the markets shopping must be done individually, with the exception of underage family members or people in need of assistance. Catering stalls will not be allowed on public markets from July 29. An updated overview of all Antwerp markets is available at www.antwerpen.be/markten-in-uw-district.

All fairs have been cancelled.

Q: Can fairs or annual fairs be organized?

A: No, all events and parties in the city of Antwerp are cancelled.

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: As of July 1, religious masses or philosophical gatherings may resume with a maximum of 100 attendees subject to social distancing.

Starting July 11 wearing a face mask is obligatory in houses of worship for everyone over 12 years old.

Visiting Antwerp

Q: Can I visit Antwerp from abroad?

A: Starting June 15, the borders are open again and Antwerp can be visited from abroad. This is only possible if the traveling guidelines of the country of origin allow it and the conditions to enter Belgium are met.

Q: Can I visit Antwerp from inside Belgium?

A: Yes, one-day or several-day trips in Belgium are allowed again.

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. Also the visitor center in Central Station is open. If you have any questions, you can

contact us by phone at +32 (0) 3 232 01 03 or by email: info@visitantwerpen.be.
Wearing a face mask is mandatory in the visitor center.

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 city buildings closing as a result of the corona measures, many 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. Wearing a face mask is mandatory in public toilets.

Guided tours

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

A: All cancellations from the previous period have been refunded. Now the normal rule applies again: you can cancel or make changes free of charge up to 10 days before the tour.

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

A: Yes, but there is a limit of 9 people per guide. Check with the tour operator what the options are. All safety and hygiene measures have to be respected at all times during the tour.

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.