

## **FAQ - coronavirus version April 8 (UPDATE 19 – updates until April 8 16:00)**

### **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.

### **All these measures are applicable until Sunday, April 19 (with a possible extension until May 3)**

#### **Looking for a doctor during the weekend?**

Do not go to the night duty centre, instead call the [telephone triage line](#).

#### **Do you want to help other Antwerp residents as a volunteer?**

Please surf to [www.antwerpen.be/antwerpenhelpt](http://www.antwerpen.be/antwerpenhelpt) and register. You can also find more information under the heading "Helping others or in need of (medical) help?".

#### **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 individual physical activity with the family members who live under the same roof or with one and the same friend 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. Traveling by car for leisure purposes is not allowed, except 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.

All meetings are prohibited.

**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. From Saturday, March 28, De Lijn will switch to an emergency timetable, whereby trams run less frequently.

**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, has been temporarily suspended. More info on [the website](#).

**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](#).

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

A: Paid parking and disc parking on public domain is temporarily no longer in force. Incorrect, inconvenient or antisocial parking behavior will still be penalized. The city has decided this in order to facilitate traveling for all medical personnel, other care providers and informal caregivers.

**Q: Is the low emission zone still in effect?**

A: No, for now no fines will be issued for entering the low emission zone with an unauthorized vehicle during an essential trip. The city has decided this because the provision of public transport is severely limited, and it wants to facilitate traveling for all medical staff, other care providers and informal caregivers as much as possible. This regulation applies to all unauthorized vehicles that have entered the zone since March 14.

**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](mailto: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. Families are allowed in one car, as the distance regulation does not apply in this case.

**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. 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: No, this is not allowed. This is due to the implementation of social distancing measures and to prevent social mixing (of age, of people who do not usually visit each other often), and on the other hand to prevent regions from becoming overstrained where health facilities are not sufficient to absorb the influx of people from outside the region.

**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.

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](http://www.antwerpen.be/socialecentra).

This contains information about the social centers, charging your budget meter, 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](http://eloket.antwerpen.be), by e-mail to [antwerpenhelpt@antwerpen.be](mailto: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](http://www.antwerpen.be/antwerpenhelpt). You can find the requests for help listed there. 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 get medical masks through the city as a private or non-medical service?**

A: No. The Federal Public Service for Public Health reports on its [website](#) that wearing medical masks in public places currently offers no added value as protection against the coronavirus. Medical masks are however important for hospitals, laboratories and primary care providers in order to treat and care for people infected with corona.

Do you still want a medical mask? Please send your request at [www.antwerpen.be/antwerpenhelps](http://www.antwerpen.be/antwerpenhelps) or launch a call among family and acquaintances that can use a sewing machine.

**Q: Are medical accessory stores (e.g. opticians, audiologists, bandage stores, home care stores) open?**

A: Yes, but only for emergencies, in which case they can only receive one customer at a time by appointment only. Non-urgent care or purchases must be postponed. Eye measurements are strongly not recommended because of the risk of contamination through the eye fluid.

**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.**

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?**

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. The winter shelter is extended until April 30, 2020.

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

**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](#). There will be no more opening hours in the evening in De 7 Schaken en Bakboord starting Monday 23 March (from 17:00 to 19:00). 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: You probably already know that everyone should keep a sufficient distance, wash their hands regularly and call 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](http://www.vlaanderen.be/hulp-zoeken-bij-psychische-problemen)
- [www.geestelijkgezondvlaanderen.be](http://www.geestelijkgezondvlaanderen.be)

For more specific information, you can also check:

- [www.tele-onthaal.be](http://www.tele-onthaal.be)
- [www.awel.be](http://www.awel.be)
- [www.1712.be](http://www.1712.be)
- [www.caw.be](http://www.caw.be)
- [www.jac.be](http://www.jac.be)
- [www.zelfmoord1813.be](http://www.zelfmoord1813.be)
- [www.nupraatikerover.be](http://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](mailto: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 of Zorgbedrijf Antwerpen?**

A: No. Detailed information can be found on the [web page](#) of Zorgbedrijf Antwerpen (Antwerp Healthcare Company).

## Counters

**Q: Can I still obtain certificates and documents from a city counter or from the immigration office?**

A: In order to limit the spread of the coronavirus as much as possible, the city is offering only strictly essential services.

Use the [e-counter](#) as much as possible to request your certificates and documents.

You can only go to the counters themselves by appointment for very urgent matters. There is no more free access. Therefore please postpone your counter visit for as long as you can. It is currently not clear yet when the normal program of the counters can resume, so it is not possible to make non-urgent appointments for after the corona crisis.

**Do you think you have an urgent question? Address it via [info@antwerpen.be](mailto:info@antwerpen.be) for the city counters. We will assess your question and make an appointment if necessary. Paying on the spot is only possible with a bank or credit card.**

The following city counters remain open during the week. As mentioned before you can only go there by appointment and for strictly essential services:

- [Antwerp city counter](#)
- [Deurne city counter](#)
- [Merksem city counter](#)
- [immigration office](#)

The following city counters remain open during the fortnightly Saturday opening. As mentioned before you can only go there by appointment and for strictly essential services:

- [Antwerp city counter](#)
- [Deurne city counter](#)
- [immigration office](#)

The following city counters are closed:

- Antwerp - Linkeroever city counter
- Berchem city counter
- Berendrecht - Zandvliet - Lillo city counter
- Borgerhout city counter
- Ekeren city counter
- Hoboken city counter
- Wilrijk city counter

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

A: No, the computers and columns in the city counters will be 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) and I cannot make an appointment. What should I do?**

A: As long as the corona measures are in place, you cannot make an appointment to renew your identity card. It is also not possible to make an appointment for after the crisis at this time. Therefore, postpone the renewal even if your card expires. Have you just moved? Even then you cannot make an appointment for the time being to have the chip updated on your identity card.

The chip on your card can still be read. You can therefore keep on using it at the pharmacist's or at the doctor's.

**Q: I need to renew my B / C / D / E / E + / F / F + electronic foreigner card and I cannot make an appointment. What should I do?**

A: Postpone the extension. If your card expires, contact us via the [e-counter: "information request counter for foreigners' matters"](#). The Immigration Office will take a look at 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](#).

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

A: The information on your identity card chip still needs to be changed. This can wait, you should not drop by our office now. We will register your new address in the national register and provide you with a confirmation certificate. Print this out and keep it with your identity card.

As long as the corona measures are in place, you cannot make an appointment to renew your identity card. It is also not possible to make an appointment for after the crisis at this time. Therefore, postpone the renewal even if your card expires. Have you just moved? Even then you cannot make an appointment for the time being to have the chip updated on your identity card.

The chip on your card can still be read. You can therefore keep on using it at the pharmacist's or at the doctor's.

**Q: Can I still make an appointment for a permit file at the [environmental permits counter](#)?**

A: No, the municipal counter for environmental permits has been closed since March 31, 2020. It is not possible to make an appointment.

**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](mailto: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 have been suspended since March 27 2020 and will be continued after April 24 at the earliest. No new public investigations and consultations on territorial planning files have been launched since 27 March. The decision deadlines for final notices have been extended by 30 days. 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: No new public investigations have been initiated since March 24, 2020. Public investigations in progress are suspended and will be continued after April 24 at the earliest. A list of the 70 suspended public investigations in Antwerp can be found [here](#).

**Q: I have submitted a permit application. Will it still be processed?**

A: Yes, it will still be processed, but the deadlines have been extended since March 24. The normal maximum processing time under the simplified procedure is 60 days. This has now changed to 90 days. The normal procedure normally takes 105 days, which has now changed to 165 days.

You can also submit an appeal against a decision about an environmental permit later on. This applies both to administrative appeals and to appeals to the License Disputes Board. The deadline for submitting an appeal is extended by 30 days. The period of time for the appeal body to decide on an administrative appeal is extended by 60 days.

**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](mailto: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](mailto: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 Woonkantoor in the Ecohuis and the residential antennas in the city counters of Berendrecht, Ekeren, Deurne and Wilrijk are closed. Appointments are canceled. The employees make maximum efforts to provide services by telephone or email (tel. 03 338 60 66, [woonkantoor@antwerpen.be](mailto:woonkantoor@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 services.

**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 from Monday 23/3 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](mailto:inboedels@stad.antwerpen.be).

## Civil status

**Q: Can my wedding ceremony still take place?**

A: Legal marriages can take place in intimate circle (i.e. only in the presence of the spouses, their witnesses and the registrar). Each future couple is contacted individually to discuss the possibilities for the wedding ceremony. Church marriages can take place in intimate circle (i.e. only in the presence of the spouses, their witnesses and the minister). Wedding parties should also be postponed due to the large number of people.

**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. Farewell ceremonies can still be organized if they take place in an intimate circle (max. 15 people) and subject to compliance with the social distancing rules.

## Garbage and garbage collection

**Q: Is there garbage collection?**

A: Yes, the household waste is collected as usually. From Monday 16/3 starting 6 am, an hour earlier than usual. 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, please make an appointment via:

- Email: [grofvuil.steenpuin@antwerpen.be](mailto:grofvuil.steenpuin@antwerpen.be). Please include in your mail:
  - what kind of bulky waste and / or the amount of rubble you have
  - your phone number
  - your address
  - your national register number

An employee will call you back to set a date. Only then is the garbage collection confirmed.

- The municipal contact center: tel. 03 22 11 333

**Q: Do recycling parks remain open?**

A: No, the recycling parks are closed until the end of the restrictions on the corona virus.

- You can make an appointment to have stone rubble and bulk waste suitable for burning collected at your home. To do this, e-mail [grofvuil.steenpuin@antwerpen.be](mailto:grofvuil.steenpuin@antwerpen.be) or call the municipal contact center at 03 22 11 333.
- For home collection of large electrical appliances (broken or not), the city of Antwerp has a collaboration with the Kringwinkel Antwerp. You can make an appointment by telephone on 03 217 25 10 or by e-mail via [info@dekringwinkelantwerpen.be](mailto:info@dekringwinkelantwerpen.be)
- You can deposit pruning waste, as long as it is compact and tied together, together with the GFT (vegetable, fruit and garden waste) during the weekly garbage collection. It is not necessary to make an appointment for pruning waste.

For more information check [this webpage](#).

**Q: How can I top up my recycling pass?**

A: Top up your pass online via [sorteerpasopladen.antwerpen.be](https://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 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](mailto: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](https://ondernemeninantwerpen.be/corona). This information is also regularly being updated.

**Q: Which stores can stay open?**

A: Only essential stores remain open, both on weekdays and weekends: pharmacists, supermarkets, bakers, butchers, fishmongers, social grocery shops, pet food stores, newsagents, gas stations and laundromats (among others). In addition chocolate shops, ice cream shops, caterers and beverage stores may also remain open, provided they do not offer tasting on site.

Clothing stores, electrical stores, hardware stores, stationery shops, perfumeries, drugstores, furniture stores, toy stores, photographers, baby shops, shops that

mainly sell flowers and plants etc. should remain closed, but if possible may continue their activities by telephone or online if home delivery can be guaranteed. Collection from the store is not allowed.

The following guidelines also apply to supermarkets:

- Only one person is allowed per 10 m<sup>2</sup>.
- The store visit may last maximum 30 minutes.
- You are requested to go shopping alone if possible.

Stores are not allowed to make discount promotions or sales.

**Q: What are the legal opening hours for the stores that remain open?**

A: There is a ministerial decree that has extended the opening hours. Before the corona crisis, shops were allowed to remain open until 8 pm at the latest (and 9 pm on Friday evening). Now they can stay open until 10 pm if they choose to.

**Q: Will banks and post offices remain open?**

A: These are examples of services that can exceptionally 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 between 7:00 and 22:00. 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.

**Q: Do sandwich shops stay open?**

A: Sandwich shops may remain open for the collection and delivery of sandwiches, but try to avoid queuing as much as possible. Always keep 1.5 meters distance. Eating on the spot is not allowed.

**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 company restaurants stay open?**

A: No, they must close.

**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 telecom shops remain open?**

A: Yes, but only for emergencies, in which case they can only receive one customer at a time by appointment only. Telecom shops that only sell accessories will remain closed.

**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, in order to meet the demand for overnight accommodations for essential travel. 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: Hair salons, beauty salons and pet hair salons are closed.

**Q: Do laundromats stay open?**

A: You can still go to the laundromat. Take into account the applicable social distancing measures.

**Q: Do saunas and wellness centers stay open?**

A: No, saunas and wellness centers need to close, even if they are not for public purposes.

**Q: Do fitness centers stay open?**

A: Fitness centers will be 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 close. After all, compliance with the social distancing rule cannot be guaranteed in these establishments.

**Q: Do garages, carwash centres and bike repair shops stay open?**

A: Garages and bike repair shops are only allowed to perform urgent repairs, by appointment only and subject to the rules of social distancing. This also applies to tyre centers and glass repairs. Carwash centres must close.

Sports, leisure, culture

**Q: Which city locations are closed?**

A:

- all municipal cultural institutions (libraries, cultural and meeting centers, museums)
- all sports infrastructure (sports locations and swimming pools)
- all youth infrastructure
- the city archive
- the EcoHuis (Customers with an appointment will be notified that it will be postponed. The e-service will still continue to function.)

**Q: Which cultural institutions are closed?**

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

**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: All organized sports and group activities are canceled. Individuals can of course still exercise outdoors, in their own neighborhood (without having to travel by car). In addition, you may bring family members who live under the same roof or maximum 1 friend. Therefore do not enter playgrounds and sports areas where you cannot exercise (or play) individually. 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.

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

A: All library customers are allowed to keep their material for longer at no additional cost. For library material that needs to be returned within the closing period, your loan period will automatically be extended.

**Q: I have reserved library material, when can I collect it?**

A: If the library currently has reserved material for you to still pick up, you can collect it as soon as the libraries open again without being charged.

You can still make new reservations online through our catalogue, but they will of course only be available once the closing period ends.

**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 material for which loan money had to be paid, the further payment of the loan money is temporarily suspended.

**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: The city is currently looking into how we can compensate you for this after the corona measures have ended. You can stay informed via [www.antwerpen.be/a-kaart](http://www.antwerpen.be/a-kaart).

**Q: Are zoos, playgrounds and petting zoos closed?**

A: Yes, zoos, indoor playgrounds, outdoor playgrounds and petting zoos are closed. The parks will remain open.

**Schools, childcare and Huis van het Kind**

**Q: What happens to the schools?**

A: Classes in all kindergarten, primary and secondary schools are suspended, as are extracurricular activities. Classes in the Centra voor Volwassenenonderwijs (Adult Education Centers), Centra voor Basiseducatie (Centers for Adult Basic Education) and academies for part-time art education are also suspended.

Parents working from home will take care of their children themselves, schools will offer priority childcare to children whose parents work in a crucial sector.

**Q: What about registrations and registrations for Antwerp schools?**

A:

The registration period for ordinary primary education has ended in the meantime. Children who are assigned a place after registering will receive information about their registration from Meld Je Aan by post or e-mail.

The registration period does change for special primary education. Due to the corona measures, the schools have decided to provide an additional registration period from Monday 20 April 2020 9.30 am to Friday 15 May 2020 5 pm. There is continuous reception provided for this purpose at the CLBs (Centre for Pupil Assistance) and special needs schools. You can contact the CLB that issues the certificate for your child or a school for special primary education by telephone and complete the registration with them. You can find all information at [www.meldjeaan.antwerpen.be](http://www.meldjeaan.antwerpen.be).

Do you have any questions about your application? Please contact the Helpdesk Register. They can be reached every working day between 9 am and 4 pm free of charge at 0800 62 185 or via [helpdesk.meldjeaan@antwerpen.be](mailto:helpdesk.meldjeaan@antwerpen.be)

**Q: Are the municipal childcare locations open?**

A: Childcare is an essential service. The municipal childcare in Antwerp remains open to children of all parents who need childcare to continue working. This is especially the case for parents who work in the essential sectors (health and care sector, safety, nutrition). We request all parents who do not have an urgent need that they look after their child at home as much as possible.

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

A: We will notify the parents with a child registered in a location that is temporarily closed. This will be carried out through our online portal Mijn Kinderopvang. They will also receive an e-mail and there are posters on the doors at the locations that close. Parents can always find the latest updates on Mijn Kinderopvang.

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

A: No. Parents are temporarily not obliged to not give respite days when they keep their child at home on reserved days and do not have to pay for it. We will keep parents informed on how long this measure will be in place.

**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](mailto:contactpuntkinderopvang@antwerpen.be) and include a telephone number so that they can easily reach you.

**Q: I or my child have symptoms of corona. Can I take my child to the municipal childcare or to school?**

A: No. If you or your child show symptoms of corona, you need to stay at home and notify the school or the childcare center.

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

A: The Child Assistance Centre ([Huis van het Kind](#)) in Antwerp is closed and all group activities and discussions have been canceled. The centres and their partners remain available by telephone or e-mail.

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) will resume their activity on Wednesday 1 April 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.

Easter holidays: childcare, schools and organized activities

**Q: I have to work during the Easter holidays. Is childcare or school care available for my children?**

A: Emergency care is provided during the Easter holidays for parents who work in a critical or essential sector. Creches and other childcare locations will remain open for this purpose.

Primary school children are taken care of at the school where they are enrolled.

Parents are requested to contact the school themselves to make arrangements.

If the school is closed or if the children cannot go to school for some reason, they will be given a place in one of the External Care Initiatives (IBOs) or city locations. There

will be solutions guaranteed for any request for care outside normal school hours. You can request emergency care by filling in this [form](#), by e-mailing [regie.buitenschoolsekinderopvang@antwerpen.be](mailto:regie.buitenschoolsekinderopvang@antwerpen.be) or by calling 03 338 33 40 (open during working days, 8 am - 5 pm).

The care is organized in such a way to respect all guidelines regarding health, hygiene and safety.

**Q: Are camps and museum workshops still being held during the Easter holidays?**

A: The decision has been reached to not allow city sport camps, cultural camps or holiday museum workshops during the Easter holidays. People who have registered will be contacted and registration fees will be refunded.

**Q: Are the A-card activities for the youth services in the districts still being organized during the Easter holidays?**

A: No. The full range of activities is canceled. Parents who have already registered their child for an activity will be refunded their money.

Events, markets, fairs, religious gatherings and garbage collection

**Q: Can events and fairs continue?**

A: No, according to federal government guidelines, no events will be held for the moment. Fairgrounds are also canceled.

**Q: Are the markets still being held?**

A: No, public markets are prohibited. The antique markets during the weekend have also been temporarily suspended. Market vendors can make deliveries, provided that this does not become a door-to-door sale and subject to social distancing measures.

**Q: Are food trucks allowed?**

A: No, they should be on a par with market stalls and therefore cannot stay open. They can make deliveries, but only subject to social distancing measures.

**Q: Can religious meetings take place?**

A: No, all religious gatherings are prohibited. Church weddings can take place in an intimate circle only in the presence of the spouses, their witnesses and the minister. Wedding parties should be postponed. Farewell ceremonies can take place if organized in an intimate circle (max. 15 people) and if the social distancing rules are respected.

## 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.

### **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.

### **Q: Can I go to the tourist information desk?**

A: The visitor center and the city shop on the Grote Markt and the Brand store in Central Station are closed. If you have any questions, you can contact us by phone at +32 (0) 3 232 01 03 or by email: [info@visitantwerpen.be](mailto: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 and refunds

### **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](mailto: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](mailto:antwerpcitycard@visitantwerpen.be).

## Tourist attractions

**Q: Which tourist attractions are closed?**

A:

- All museums
- 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
- Antwerp Zoo
- Cinemas
- Concert halls
- Opera and theater halls

- (Indoor) playgrounds and petting zoos

**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: only shops deemed essential by the federal government are open: supermarkets, pharmacies, food shops, newsagents. The other stores are closed.

## Board

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

A: The city decided to cancel all committees and councils in March, both at municipal level and in the districts. The hearings of the city's mayor and aldermen will be held digitally.

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](mailto: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/>.