



Family accommodation

Information for patients

UZ Leuven Campus Gasthuisberg - Herestraat 49 - 3000 Leuven
Booking: tel. 016 33 70 04 - Information: tel. 016 33 73 20

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University Hospitals Leuven has set up an accommodation facility to offer relatives and friends the opportunity to stay overnight, close to patients. Outpatients who need to visit the hospital frequently can also stay at the facility. However, no medical support is provided to relatives in the accommodation quarters. As such, guests will need to be able to care for themselves.

The accommodation facility consists of single and twin rooms and is situated at the Gasthuisberg campus of University Hospitals Leuven.

A team of volunteers takes care of the daily management of the facility.



RESERVATIONS - REGISTRATION - CHECK-IN

You will only be able to **reserve** a bed five days prior to your stay. You can do so by calling tel. +32 16 33 70 04 from Monday to Friday between 09:00 and 17:00. On weekends, you can make a reservation between 14:00 and 18:00 via the same telephone number.

The facility offers short-term accommodation up to a maximum of 28 days. We endeavour to enable as many people as possible to stay close to sick relatives in emergency situations. If you would like to stay close to the hospital for a longer period, you will need arrange your own alternative accommodation in Leuven or the surrounding area.

The facility offers one room per patient, with room for a maximum of two relatives of the patient to stay together.

If you travel to the accommodation facility on your own, you may need to share a room with a stranger. You will sleep in two separate single beds, separated by a curtain – just like in a twin room for patients.

Registering and collecting your keys for your first night at the facility is only possible during the hours a volunteer is present.

- Monday to Friday: 11:00-12:00 and 18:00-19:30
- Weekends and public holidays: 18:00-19:30

One of our 20 volunteers will be at hand to help you at those times. The volunteer will explain the house rules and give you the key, and will be happy to answer any questions you may have.

You can contact the volunteers on tel. **+32 16 33 73 20**.

PRICES

The following prices are applicable per person, per night.

STANDARD RATE

	One night	Multiple nights	Children < 2 years of age	Children 2-6 years of age
Twin room	30 euros	20 euros	Free	10 euros
Single room	50 euros	35 euros	Free	10 euros
Extra fold-out bed in the room	10 euros	10 euros		

SUBSIDISED RATES

If the patient is entitled to increased reimbursement from their health insurance provider, you will automatically be eligible for our subsidised rates. If you would like to know whether you may be eligible for subsidised rates for any other reason, please contact the social worker on the patient's ward.

	One night	Multiple nights	Children < 2 years of age	Children 2-6 years of age
Twin room	10 euros	10 euros	Free	7 euros
Single room	20 euros	20 euros	Free	7 euros
Extra fold-out bed in the room	10 euros	10 euros		



MEALS

Breakfast is the only meal available at the accommodation facility for relatives. This is included in the price. You can use the kitchen to prepare small meals if you bring your own ingredients.

Meals are available from the restaurant at the Gasthuisberg campus at any time. More information can be found in our general welcome brochure (www.uzleuven.be/brochure/700205) or on our website (www.uzleuven.be/voorzieningen-in-campus-gasthuisberg).

LAUNDRY AND IRONING

Bedding, kitchen towels, household equipment and cleaning equipment/products are provided by the accommodation facility for relatives. You should bring your own towels and toiletries.

A washing machine, dryer and ironing equipment are available in the laundry room.

URGENT QUESTIONS DURING YOUR STAY

If you have any urgent questions during your stay, please contact:

- X the volunteer on duty;
- X reception, tel. 37004
- X the security guard, tel. 40404.

TELEPHONE AND INTERNET

INTERNAL CALLS

You can use the telephone in your room to make free calls within University Hospitals Leuven. For example, if you would like to call a relative at the hospital, simply enter the five digits of his or her device (these are the same as the last five digits of the telephone code you were given to call your relative). You can also contact the nurse on the ward where your relative is staying.

To receive an internal call (from your relative, for example), ask the caller to dial the number provided on the telephone in your room (five digits).

EXTERNAL CALLS

The telephone in your room cannot be used to make external calls. However, you can receive calls in your room. The number on which you can be reached is stated on your telephone. Please ensure you ask any callers to add the prefix +32 16 3 to this five-digit number.

MOBILE PHONES



Mobile phone calls are permitted at all University Hospitals Leuven campuses, with the exception of a number of marked departments or areas. To guarantee the safety of our patients, you must maintain a distance of at least one metre between your mobile phone and any electromedical equipment throughout the hospital.

INTERNET

Wireless internet is available at the hospital. You can access the internet for free using your own laptop, tablet or smartphone by connecting to the “UZ Leuven gast” network.



RULES

- ✗ Please tidy up any items you use in the common rooms.
- ✗ Guests must respect the peace at the accommodation facility for relatives by avoiding any form of noise at night.
- ✗ Beds are provided on a nightly basis. To ensure as many people as possible can use the accommodation facility for relatives, we ask you not to keep your bed if you will not be staying at the facility.
- ✗ Do not leave any large sums of money or valuables in your room, including in your locked cabinet. Please contact the social worker on the ward if you are genuinely unable to leave such items at home.
- ✗ For hygiene reasons, eating or storing food items in your room is prohibited. However, you can use the living room and kitchen to do so. Please leave these spaces in a clean state after use.
- ✗ A general smoking ban applies at University Hospitals Leuven. If you do want to smoke near the hospital, please use the designated smoking zones.
- ✗ Due to the risk of fire, burning candles in your room is prohibited. Candles can be burned in the chapel/multifaith room on Level I.

HOURS

The accommodation facility for relatives is open 24/7.

CHECK-OUT

You must leave your room before 10:00. Prior to your departure, please hand your keys back to the volunteer or place them in one of the pre-printed envelopes located near the post box in the corridor. Please do not forget to fill in your details on this envelope.

Please leave your room in a tidy state. We expect you to remove the sheets from your bed yourself. The blue mattress protector should be left on the bed. Please leave the sheets in the white bags in the laundry room.

PAYMENT

In principle, your accommodation is paid for via the hospital invoice for the admitted patient. However, you do have the option of paying in cash. To do so, please contact the volunteer when you check out at the relevant times.

If no invoice is issued, you should pay in cash in advance (i.e. when you register).

ACCESSIBILITY

The facility is located at the Gasthuisberg campus, yellow arrow, Level 4. Once you arrive at the hospital, our reception staff can show you the way.

BY PUBLIC TRANSPORT

The Gasthuisberg campus is easily accessible by public transport. Detailed information is available at reception or on www.delijn.be and www.nmbs.be.

BY CAR

The latest information on how to reach our Gasthuisberg campus by car is available on www.uzleuven.be/gasthuisberg.

Information on parking can be requested at reception or found on www.uzleuven.be/nl/parkeren.

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