

## WE ARE READY TO WELCOME YOU

Post Covid-19 will be stressful enough and traveling even more so. We have compiled and executed the following safety protocols for our property to ensure your safety and ours. We have completed extensive research and applied the most stringent recommendations from the World Health Organisation (WHO) to ensure your safety



## HOTEL PUBLIC SPACES

- Staff screened and temperature check before and after each shift.
- All team members are extensively trained in hygiene care, guest care and first aid.
- Team members are allocated to fixed areas of work, this ensures cleanliness, hygienic practices and optimum outcome of performance.
- We run our properties in a permanent state of lockdown, thereby restricting movement of people onto the property, excluding in-house guests.
- We provide fully inclusive packages for all our guests in-house in terms of meals delivered to your rooms in eco-friendly containers thereby limiting touch points.
- Our stores have been hygienically cleaned and under lock and key to ensure there is no unnecessary movement around holding stock thus preventing contamination.
- All public areas outside, walkways, paved areas are sprayed with a disinfectant solution several times per week.
- All public areas inside the hotel are cleaned as soon as there is movement or usage by guests.

## ARRIVAL

- Personal PPE – Masks to be worn and hand sanitizer available.
- Observe social distancing.
- Guest screening- temperature check on arrival.
- Guest questionnaire on state of health and recent travel history.
- Vehicle & Luggage Sanitising.

## FRONT DESK

- Sanitising protocol between guests arrivals.
- Masks and hand sanitising is compulsory.
- Observe social distancing.
- Sanitised key cards for room access.
- Transfers & transport vehicles are sanitised after every single use.



## GUEST ROOMS

- All housekeeping staff are trained in WHO compliant cleaning.
- Cleaning and sanitising protocol with extra focus on high touch areas.
- Rooms are serviced and sanitised daily.
- Deliveries to the property are separated, hygienically cleaned and sanitized.
- Cleaning staff wear PPE equipment that is sanitized daily.
- Hand Sanitizer is readily available as part of guest amenities in all guest rooms.
- In between guest departure and arrival the entire room undergoes a complete sanitation.
- Linen and bedding is stripped and processed with ultra-high heat and chemical cleaning, to ensure hygienic cleanliness.
- We endeavour to keep rooms vacant for a 24 hours period before our attendants' complete final preparations for new arrivals.



## RESTAURANTS & BARS

- Guest Screening – temperature checks on arrival.
- Staff wear PPE equipment that is sanitized daily.
- Personal PPE – masks to be worn and hand sanitizer available.
- Digital Menu's.
- Disposable Napkins.
- All our food is delivered in hygienically safe packaging.
- Observe Social Distancing – guests seated 2 meters apart.
- Cleaning and sanitising of all surfaces and chairs in between guests.
- Limited guest capacity.
- Our kitchens have and will always operate using the highest international HASSAP standards.



## MEETING SPACES

- Venues set up with seating 2 meters apart.
- Observe social distancing.
- Guest screening – temperature checks on arrival.
- Staff wear PPE equipment that is sanitized daily.
- Personal PPE – masks to be worn and hand sanitizer available.
- Digital Menu's.
- Disposable Napkins.
- All our food is delivered in hygienically safe packaging.



## SPA & GYM

- On reservation only to limit numbers.
- Guest screening – temperature check on arrival.
- Personal PPE - masks to be worn and hand sanitizer available.
- Observe social distancing.
- Sanitising protocol between guests arrivals.
- Towels and linen replaced and sanitised between each guest.



## MEDICAL EMERGENCY PROTOCOLS

- Dedicated Health and Safety team members to ensure that protocols are enforced at all times.
- Private medical facilities on call for all medical requirements.
- Viral testing and certification, including Covid-19 testing can be arranged.



## GENERAL

- Increased bandwidth in order to enable you to work from the comfort of your room/residence.
- Own water purification filter system and water supply.
- Each property is equipped with a generator with 100% functionality on all our electrical outlets.

