

GUEST PROTOCOLS

- Guests' temperature will be taken on arrival with a non-contact thermometer and any guest with a temperature above 37.5C will be asked to self-isolate in their room and further protocols will be followed according to official guidelines.
- No visitors will be allowed.
- All guests will be required to complete a medical and travel declaration form for track and trace purposes.
- All guests are required to please wear their own masks and sanitize regularly.
- To minimise the risk of contact, we request that payments are made via EFT before departure. We will email your invoice to you. If an EFT is not possible, then all handled items will be sanitised before and after use (credit card, bank machine, pen etc). Disposable gloves are available.

ROOMS & PUBLIC AREAS

- ✚ Sanitizers are provided in all rooms and throughout the guest house in strategic locations.
- ✚ Rooms and bathrooms will have non-essential items and soft furnishings removed in order to meet our cleansing and sanitising requirements.
- ✚ Guests are encouraged to please bring their own toiletries (soap, shampoo etc), although we will be able to provide items on request.
- ✚ There will be no room servicing, so nobody other than you will enter your room for the duration of your stay with us. Rooms will be cleaned every 2 days and linen changed every 3 days to reduce the possibility of contamination. All rooms will be deep-cleaned and sanitized after each check-out.
- ✚ Guests to practice appropriate physical distancing when using facilities like the pool, garden and braai area.
- ✚ Fortunately, our spacious garden provides ample space to stretch out, go for a stroll and even do some bird watching.
- ✚ Prior arrangement for stocking of your bar fridge can be made before check-in. All items will be sanitized before stocking.

MEALS

- ❖ Meals will only be served in the rooms.
- ❖ Breakfast :- On check-in you will receive a continental breakfast menu selection which will be placed on your patio table at a pre-arranged time together with your menu for the next day. Once you have left for work, your dirty dishes, which you will have placed in the box provided, will be cleaned and returned to you.
- ❖ Dinner :- Home cooked meals Monday to Thursday. Served at 18:30.
- ❖ A box for dirty cutlery will be placed outside your room.

STAFF

- Minimum staff will be on the premises and will be living in. Temperatures will be recorded on arrival for work. Should a staff member show COVID19 symptoms, further protocols will be followed according to official guidelines.

- All staff will receive ongoing training and support within their respective roles.
- All staff will wear appropriate PPE and sanitise/clean their hands regularly.
- We have a designated Health and Safety Officer who will ensure that all guidelines are followed.