



We are rolling out enhanced technologies alongside our **Safe & Clean Commitment** with a multi-pronged sanitisation strategy for increased safety for guests and staff. These include:

**Hygiene training for the protection of staff and guests**

staff has been trained on the various hygiene and sanitation protocols and ongoing training will be provided as the situation evolves. Our staff awareness is an aspect that is essential for the effective implementation of our protocols as it ensures that they are protected as well as our guests.

**There will be full disclosure and transparency at all times** between the hotel and its guests and staff by way of informing all parties as to the safety and hygiene protocols in place as well as any incident reporting.

**Temperature screening and staff monitoring**

We are working 'round the clock to keep our people safe – and that means you as well as our staff. We've implemented an end-to-end health and safety plan that will see every staff member temperature tested and meticulously screened before they are deemed to be clear and ready to safely engage with our guests. Each guest will also be temperature screened in a non-invasive and safe manner to ensure the health and safety of all our people. These screening and monitoring protocols will be supported by the necessary contingency plans and isolation/quarantine facilities.

**Distant but warm, hospitable guest contact.** To alleviate the risk of transmission, continuous and stringent social distancing etiquette will be implemented between guest and staff to reduce person-to-person contact. Our staff have all been trained on best-practice hygiene and sanitisation and won't be offering the outstretched handshake that you are accustomed to. Instead, a friendly smile will be waiting to greet you warmly upon your arrival and during your stay.

**Smart guest interaction** with contactless hospitality – where possible, virtual check-ins and check-outs will be encouraged. Insofar as possible, we will also implement no-contact stays. We understand in this adapted hospitality, sometimes, the best way to stay safe is to stay distant.

**Social interaction kept to a minimum**

We have reduced the capacity of our lodge within government guidelines across our guest and staff complement. Accommodation at our lodge are generously set apart and offer privacy and safety, rendering contact with staff and other guests to an absolute minimum.

**Accredited, hospital-grade disinfectant** with a high classification of bacteria-killing ingredients to sanitise surfaces across the entire property. These disinfectants have been produced per health regulations.

**Easily accessible sanitisation stations.** The provision of hand sanitiser placed at the entrances, near the front desk, common areas and throughout the property. These will also be used to sanitise room keys and devices shared by staff to ensure a safe environment at all times. All areas will have alcohol-based, hospital-grade hand sanitiser readily available for your use. You can find it in all common areas, reception and in your room, upon special request.

**Enriched, deep cleaning and sanitisation standards** across all operations. These include guest rooms, common areas, front desk, kitchen, as well as back-of-house areas.

**Surface area disinfection.** The already rigorous cleaning of high-touch surface areas will be further enhanced by the increased frequency of cleaning protocols on all surface areas.

A plethora of **housekeeping safety and hygiene standards** have been enhanced including linen that will be washed at between 40- and 60-degrees to effectively destroy bacteria. Others include:

**A food and beverage safety and hygiene strategy** will include amongst others:

- **Reconfigured seating.** We will create seating spacing times i.e. 10 tables at a time, all guests to get 1-hour seating for breakfast, and 1hr 30 minutes seating for dinner.
- **No-touch menus** – chalkboards or other display mechanisms will be used to communicate menus thereby ensuring no contact with paper-based menus.
- **No buffets,** breakfast will be served on each individual table in the form of a choice of Continental and English Breakfast offerings
- **'In-room' dining offered,** should you wish to rather eat on the comfort of your own room/patio, we will gladly arrange this on request and will be adapted to ensure an uncompromised dining service with minimal contact and adherence to the safety and hygiene regulations.

### **Professional care and experience**

Your safety is our top priority and we have designed protocols that protect you throughout your journey with us. Our health and safety and hygiene strategies are designed to build healthier environments and change behaviours with a view to combat the COVID-19 pandemic. We take your safety seriously.

## **We are there for you, and we will overcome**

We care about the health and safety of every guest and staff member who enters our doors. Your wellbeing has and will always be our utmost priority and are fully committed to your protection without compromising the quality of experience when you stay with us.

Our values are at the heart of our business. These values guide us in our pursuit of delivering authentic and personalised guest-centric experiences. Now, as we face unprecedented challenges this will catalyse our innovative response to design the world-class hygiene and sanitisation solutions that ensure the safety of our people.

We remain vigilant, agile to adapt to challenges and changes and are closely monitoring the rapidly changing COVID-19 situation to ensure minimal risk for our guests and staff. We wish to reassure you that we are following the guidelines of our medical advisory team in conjunction with the global and local health authorities to be able to respond to any circumstance that presents itself.

As the COVID-19 pandemic situation continues to unfold its how we choose to face the present challenges that will define our future. As a family with family our empathy and shared sense of hope will continue to drive our efforts to ensure a safe environment for all who engage with us.