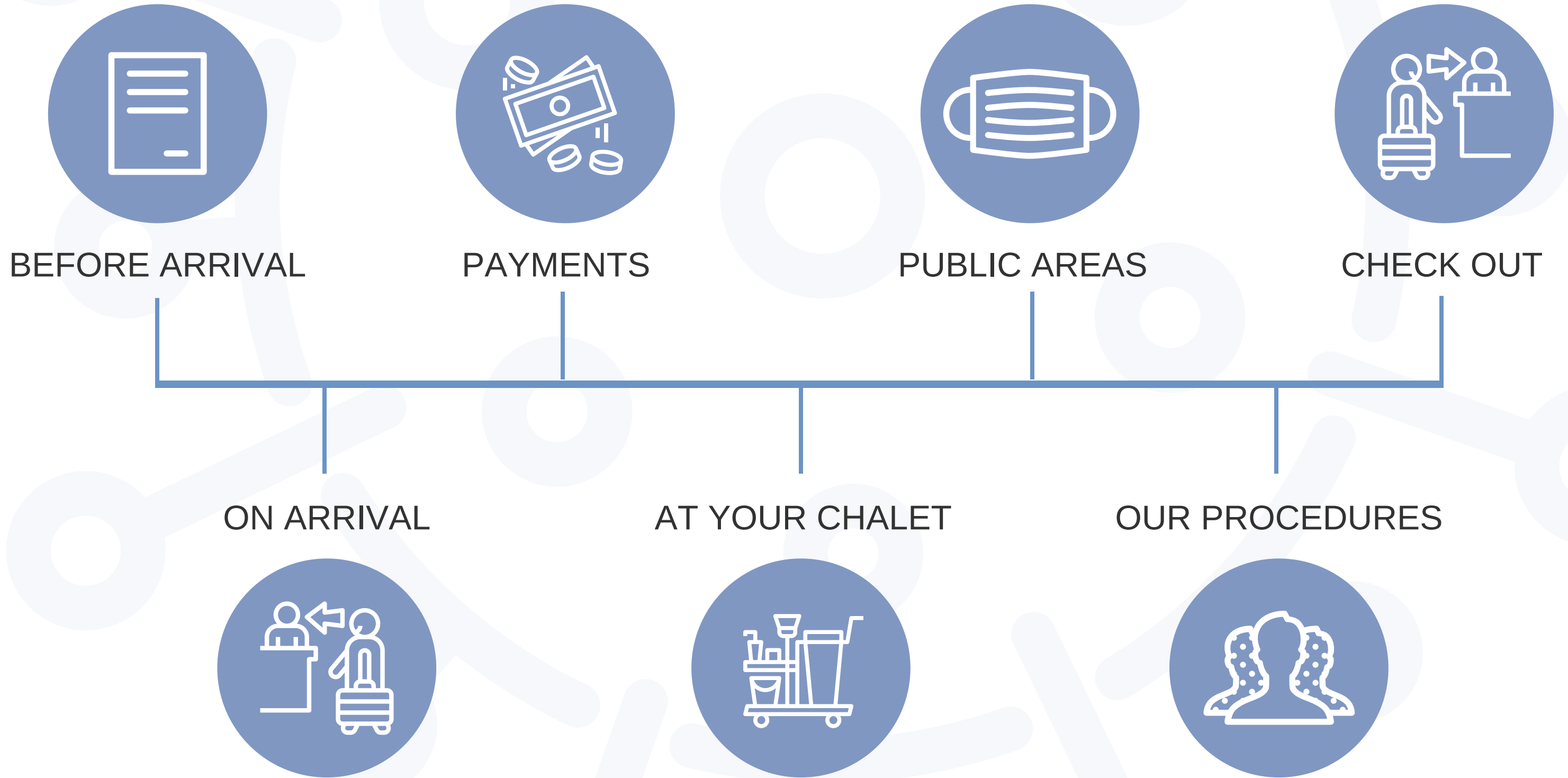


Covid-19 Protocols

STOP THE SPREAD WITH US



DURING THESE UNPRECEDENTED TIMES FOR YOUR AND OUR SAFETY,
LIKE BUSINESSES WORLDWIDE WE HAVE HAD TO INTRODUCE NEW PROTOCOLS.



BEFORE ARRIVAL

- All guests must complete online Covid-19 guest info. If you are more than one person, each person would have to complete a form individually.



ON ARRIVAL

- There will be a table outside the office with your information envelope on the table outside. Inside this envelope you will find your basic information form as well as your chalet keys. Sanitiser will also be on the table for your use.
- We love meeting our guests, so we will be coming out to meet you and take your temperature with our infra-red thermometer (this is a requirement). This way we can still engage, but we keep social distancing and interaction to the minimum and outdoors.



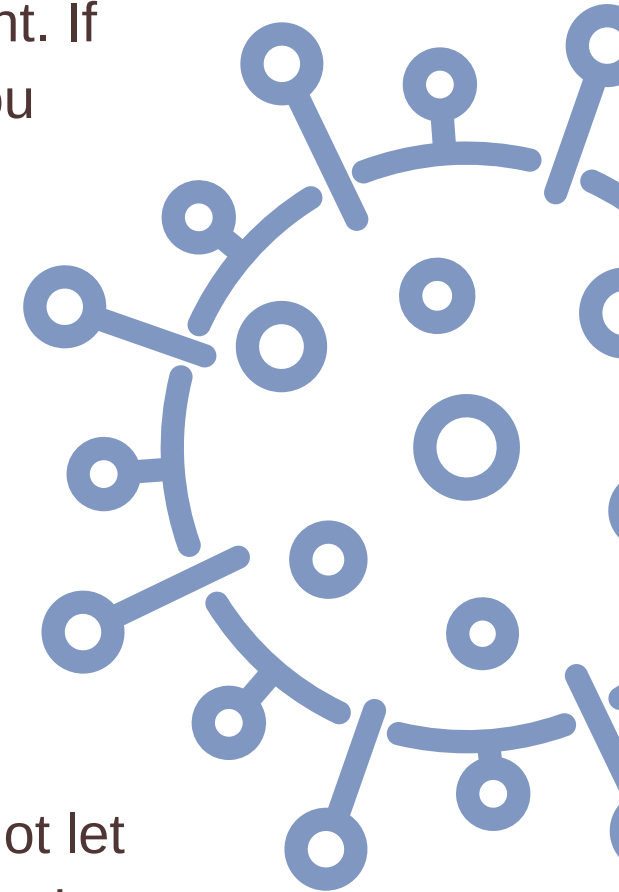
OUTSTANDING PAYMENTS

- To reduce the spread of the virus it would be great if you could settle an outstanding account via EFT, once you have made your payment please send a proof of payment. If this proves to be an inconvenience, we could collect the cash amount as soon as you arrive. (please ensure it is then the correct amount)



AT YOUR CHALET

- Your chalet will be disinfected just before your arrival, to ensure sterilisation we do not let any of the staff or housekeepers in your chalet once this has been done. Please keep in mind the disinfecting spray may leave specks once it settles on surfaces. There will be sanitisers as well as a new cloth placed in your chalet for when you feel the need to disinfect surfaces throughout your stay.





PUBLIC AREAS

- MASKS – must be worn at all times. Sanitisers will be placed by the lapa area, please use them regularly to prevent the spread of the virus. Please maintain social distance at all times for the safety of you and others.



CHECK OUT PROCEDURES

- Guests will be asked to bring keys to the reception on check out – these will go into a bowl on the desk for sanitising.
- If guests are paying by credit card the buttons on the machine will be wiped down in front of the guests before they use it.



OUR PROCEDURES

- Our staff are monitored and their temperatures are taken daily for Covid-19.
- All our staff have their protective equipment on at all times performing their duties.
- All our staff have had the necessary Covid-19 safety training.
- Your rooms are left for 24hrs before they are disinfected after you check out.



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