

# THE LAZY GRAPE

## GUEST LODGE & DAY SPA

### COVID-19 HYGIENE PROTOCOLS

We are opening our Guest Lodge & Day Spa in a phased response to business and leisure traveller demand as South Africa moves to Level 2 alert of the lockdown.

The COVID-19 protocol that we have put in place at The Lazy Grape Guest Lodge & Day Spa is for the safety and reassurance of staff and guests. This protocol is outlined below, followed by Tourism Industry Standard of South Africa (TBCSA) & the business of leisure lodge & hotel protocols.

The Lazy Grape Lodge & Day Spa protocols ensure safe environments and experiences throughout your stay.

#### **The COVID-19 protocol includes but is not limited to:**

**Screening of guests** on arrival in order to prevent an infected person from checking into the Lodge. Guests are required to:

- Wear a cloth mask or face shield in public areas.
- Complete and sign a questionnaire.
- Allow their temperature to be scanned with a thermal scanner.
- If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.
- If a guest's temperature is high, (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

**Daily Screening of Staff** on arrival. Staff are required to:

- Wear a cloth mask or face shield.
- Complete and sign a questionnaire.
- Allow their temperature to be scanned with a thermal scanner.
- If a staff members temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands continue their daily duties.
- If a staff member is feeling unwell or have any symptoms they are asked to remain at home. Any staff member who tests positive for Covid-19 will be asked to remain in self isolation for 2 weeks.

**Educating staff** (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

**Staff hand sanitisers** (70% alcohol based) have been rolled out in back of house areas (such as kitchen, office, laundry, staff bathrooms) as well as front of house guest areas (such as reception desk, bar, restaurant, spa therapy rooms and meeting room).

**Guest hand sanitisers** (70 %alcohol based) are placed in easy reach of guests in public areas of the lodge & spa with a notice encouraging regular use.

**Personal hygiene** is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face;

**Regular routine cleaning** of public areas such as restrooms, breakfast rooms, restaurants, table tops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses.

### **Spa Therapy Rooms**

While we are being extra vigilant during the current season of Covid-19 our usual high standard of disinfecting will be strictly adhered to.

- Clean towels and linen are used for each client.
- Sterifog is used on a daily basis in all public areas including our Spa therapy rooms.
- Massage beds and all equipment used is sanitised before & after each client.
- For social distancing purposes only couples from the same house hold are allowed in the couple's room together. All other treatments will be done at the required social distancing requirement of 1.5m apart.
- All therapists will sanitise their hands before and after each client. They will wear a mask/shield and disposable apron during treatments.
- Shared surfaces such as door handles, bathroom fixtures, front desk and card machine will be sanitized regularly throughout the day.

**Protective wear** such as protective gloves, aprons and face masks / shields are issued to housekeeping when on duty and cleaning equipment with a polycide chemical (disinfectant cleaner) between guest and rest rooms.

**Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the Lodge manager for further action to take place, such as contacting the NICD hotline.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from other Provinces with coronavirus, the South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. **The NICD hotline number is 080 002 9999.**

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing to stay at The Lazy Grape Lodge & Spa and look forward to delivering on our service excellence promise.



## **Accommodating Business & Leisure Travellers Protocol**

The following protocols must be adhered to at The Lazy Grape Guest Lodge & Day Spa, which has been booked, for **Business or Leisure** accommodation.

**Screening:** These individuals are not necessarily Covid-19 positive, but must be screened on arrival in accordance with The Lazy Grape screening procedure. Every time a guest returns to the Lodge, their temperatures are taken and recorded. The same is to be done for the Lazy Grape staff.

In order to prevent an infected person from checking into the lodge, guests will be required to:

- wear a cloth mask/face shield
- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check - in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

**Check-In:** All items on the front desk (pen, registration form and room key & gate remote) and the receptionist's hands are sanitised, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitise hands and credit cards, prior to interaction. The speed point machine is sanitised before and after every use.

Only one receptionist may be present behind the reception desk and guests awaiting check-in are to observe social distancing.

### **Guest behaviour:**

During Level 2 several of our facilities are subject to physical distancing and, as per government regulations, specific time frames such as the restaurant will have very strictly controlled limited use. Social distancing applies to all public areas throughout a guest's stay.

**Room cleaning:** Mattresses in all our rooms have been sanitized of removal of allergens, odour & bacteria. The housekeeping staff clean each room every two days and exchange linen every three days.

Where guests have checked out, departed rooms are cleaned and sanitised with STERIFOG.

**Laundry:** Linen and towels are washed on the hottest wash cycle at between 60 and 80°C. All the linen is ironed on a hot setting. Towels are tumble-dried until fully dry and hot enough to kill any potential viral matter.

**Food and Beverage:** Meals are offered, (breakfast & dinner) now served a la carte. The restaurant will have very strictly controlled limited use.

Used crockery and cutlery are placed in the dishwasher and washed at the highest temperature as per FCS standard.

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