



# WELCOME

IT IS AN HONOUR TO HAVE YOU HERE AS OUR GUEST AND WE HOPE THAT YOU HAVE AN AWESOME VISIT. OUR VENUE IS THE PERFECT HIDEAWAY FROM THE MASSES.

WE HOPE THAT YOU'LL HAVE AN ENJOYABLE, WELCOMING, COMFORTABLE AND SAFE STAY.

WE ARE AWARE OF THE **CORONA VIRUS (COVID-19)** SPREADING IN OUR COUNTRY AND WE'VE IMPLEMENTED SOME PROTOCOLS AND PRECAUTIONARY MEASURES TO REDUCE THE SPREAD OF THE COVID-19 VIRUS AS BEST WE CAN.

**THE SAFETY OF OUR GUESTS AS WELL AS OUR STAFF MEMBERS IS OUR MAIN CONCERN AND WE ASK YOUR ASSISTANCE, CO-OPERATION AND UNDERSTANDING OF THE MEASURES IMPLEMENTED FOR YOUR OWN SAFETY. WE STRIVE TO ENSURE THE MINIMAL RISK OUTCOME IN THE FIGHT AGAINST THE COVID-19 VIRUS.**

## PROTOCOLS AND MEASURES:

- ALL GUESTS MUST WEAR THEIR MASKS, WHEN IN CONTACT WITH ANY OTHER PERSON THAT DOES NOT INCLUDE ITS OWN PARTY.
- ALL STAFF MEMBERS MUST WEAR THEIR MASKS WHEN IN CONTACT WITH ANY GUESTS.
- APPLY SOCIAL DISTANCING REGULATIONS - NO CONTACT BETWEEN STAFF MEMBERS AND GUESTS AT ANY GIVEN TIME. KEEP A DISTANCE OF AT LEAST 1.5 METERS BETWEEN PERSONS.
- ALL GUESTS' HANDS WILL BE SANITISED UPON ARRIVAL.
- IF GUESTS NEED HELP WITH THEIR LUGGAGE, THE LUGGAGE AS WELL AS THE STAFF MEMBER'S HANDS ASSISTING THE GUESTS MUST BE SANITIZED.
- A SCREENING TEST WILL BE DONE FOR EACH GUEST ARRIVING AT OUR VENUE.
  - Guest's temperature will be monitored upon arrival. The temperature of each guest must be lower than 37.5 °C

(If the temperature is above 37.5 °C, the compliance officer on duty will be informed. The guest will be asked to seek medical attention, share medical data, and travel history. A medical professional must clear the guest before he/she will be allowed on the premises again.)

## **PROTOCOLS AND PROCEDURES DURING THEIR STAY:**

- UNFORTUNATELY, WE HAVE TEMPORARILY SUSPENDED ALL HOUSEKEEPING AND CLEANING DUTIES DURING YOUR VISIT. THE STAFF WILL NO LONGER CLEAN YOUR ROOMS OR BE OF SERVICE IN YOUR UNIT, DURING YOUR STAY.
- PLEASE ONLY ASK FOR ASSISTANCE, SHOULD YOU REALLY NEED IT. STAFF MEMBERS WILL BE AVAILABLE SHOULD YOU NEED THEM. ANY ASSISTANCE DURING YOUR STAY WILL BE DEALT WITH IN ACCORDANCE WITH THE SAFETY PROCEDURES.
- UNITS WILL BE CLEANED AND STERILISED BEFORE THE GUESTS ARRIVAL.
- LINEN CHANGE FREQUENCIES WILL BE REDUCED TO LOWER CONTAMINATION RISKS.
- HAND SANITISERS WILL BE SUPPLIED FOR IN-ROOM USE. (PLEASE DO NOT REMOVE SANITISERS FROM THE UNITS.)
- ALL GUESTS IN THE PARTY MUST FILL IN THE VISITORS' BOOK AND PRESENT A COPY OF THEIR ESSENTIAL SERVICE PERMIT.
- GUESTS WILL BE PRESENTED WITH A PEN TO FILL IN THE VISITORS BOOK THAT WILL BE SANITISED ON THE SPOT.)
- A SANITISED KEY WILL BE PRESENTED TO YOU FOR YOUR UNIT.

**WE HAVE IMPLEMENTED THESE PROTOCOLS TO REDUCE THE SPREAD OF THE COVID-19 VIRUS AS BEST WE CAN, TO PROTECT THE HEALTH AND SAFETY OF OUR GUESTS, AS WELL AS OUR STAFF MEMBERS.**

**THANK YOU FOR YOUR PATIENCE IN THIS MATTER.**

**WE'RE ALL IN THIS TOGETHER AND WE WILL STAND TOGETHER TO FIGHT THIS VIRUS AND OVERCOME IT.**

**BEST REGARDS.**

**MANAGEMENT**

**MOUNTAIN CREEK LODGE**

**COVID-19 Hotline: 0800029 999**