



## CAPE TO CANYON COLLECTION

# COVID-19

## SAFETY

## MEASURES





Blyde River Wilderness Lodge is 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 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 around the clock to keep our people safe – and that means our guests 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 daily 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. We have reconfigured the placement of furniture and décor to allow for social distancing practices. Our staff have all been trained on best-practice hygiene and sanitization and will not 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. Namaste



## Smart guest interaction



with contactless hospitality – where possible, In so far 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.

## **Easily accessible sanitisation stations.**



The provision of hand sanitizer and antibacterial hand wash placed at the front desk, common areas, and at dining tables and relaxation pods. There will be hand sanitizers attached to all room keys and devices shared by staff to ensure a safe environment at all times. All areas will have alcohol-based, hospital-grade hand sanitizer readily available for your use. You can find it in all common areas, reception and in your room, upon special request. There will be hand sanitisers and masks available for sale at reception.

## **Accredited, hospital-grade disinfectant**



We use a high classification of bacteria/virus-killing ingredients to sanitize surfaces across all properties. These disinfectants have been produced per health regulations and are also eco-friendly.

**Enriched, deep cleaning and sanitization standards** across all areas including bomas, lapas, rooms, lookout and viewing decks, guest rooms, common areas, meeting areas, front desks, kitchens, 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 and viruses.



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

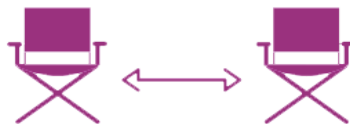
- **Reconfigured seating.** We will create seating spacing times as we are a small lodge and have many different outside and inside dining areas. Outside seating on decks, where applicable, will of comprise 2-metre seating configurations.



- **No Touch menus** – a chalkboard and a picture frame hanging menu will be used to communicate menus thereby ensuring no contact with paper based menus. The wine lists will be sanitized both before and after guests receive them and there will be one per table. Breakfast will be pre-booked the day before and shall be placed at the guest table therefore ensuring minimum contact between staff and guest.



- **No buffets**, instead breakfast packs can be arranged where possible. An adapted catering solution has been designed. Specific consideration has been taken at the lodge to offer minimum exposure dining options.
- **Modified dining protocols** and services are available and will be adapted to an uncompromised dining service with minimal contact and adherence to the safety and hygiene regulations.



Where possible, meals and snacks will be individually packaged and will continue to be prepared in highly controlled environments under even stricter hygiene standards.

## **Professional care and experience**



We have defined a clear plan with our team for exacting actions in the event of suspected cases. 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 behaviors with a view to combat the COVID-19 pandemic and other viruses that pose a risk both now and in the future.

## **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 the Tourism Business Council of South Africa in conjunction with the global and local health authorities to be able to respond to any circumstance that presents itself.

We take your safety seriously. We are committed to responding at critical times with the sole purpose of protecting our people – guests and staff.

As the COVID-19 pandemic situation continues to unfold it is how we choose to face the present challenges that will define our future. These actions, we believe, will reconfigure the legacy for our people and our planet. We've always been propelled by our passion for the protection of our planet and its people. 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.

