



INTUNDLA GAME LODGE & BUSH SPA

COVID-19 PROTOCOLS

OUR COMMITMENT TO CARE

Intundla Game Lodge & Bush Spa's Covid-19 Health and Safety Programme

As we prepare to re-open the doors of Intundla Game Lodge & Bush Spa, we are fully aware of the enormous responsibility this entails to provide an environment that will protect both our guests and our staff from the threat of the Covid-19 virus.

The health and safety of guests and staff has always been a top priority for us, and we have always adhered to the highest standards in this vital area. However, in the light of the coronavirus pandemic, we have elevated our processes and protocols to fight this disease and enshrined them in our Commitment to Care programme.

This programme includes a comprehensive set of new cleaning and safety measures compiled in line with the recommendations of the South African Department of Health, the Tourism Business Council of South Africa (TBCSA) and the Federation of Hospitality Association of South Africa (FEDHASA). We will constantly stay abreast of new recommendations to ensure that our business operates at the highest safety levels.

Intundla Game Lodge & Bush Spa's Covid-19 Health and Safety Protocols will redefine our daily hygiene practices, introduce new methods and protocols. The programme will also involve a change to how we physically interact with our guests, and will clearly spell out the social distancing standards that we expect everyone at our Lodge to adhere to.

1. Guest Arrival

To assist in the detection and prevention of the spread of the coronavirus infection, the arrival of our staff and guests will include:

- Temperature checks, which will be conducted at all points of entry.
- Travel declaration and completion of a self assessment form will be required by guests on registration.
- Sanitizer stations will be installed at all entry points into the buildings.
- Entry to the property will not be permitted without a mask.

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2. Personal Protective Equipment (PPE)

Staff will be provided with and trained on the use of personal protective equipment (PPE). This includes masks, gloves and Perspex shields.

3. Increased frequency of cleaning and sanitising

We will maintain an even higher standard of cleanliness through the increased frequency of cleaning and sanitising. Particular attention will be paid to high-touch surfaces and all kitchen areas.

- Sanitizer stations will be positioned at all entry points and throughout the property.
- The sanitizer is hospital grade and above 70% alcohol content.
- Paper towels and sanitizers are available in all bathrooms.

Guest room cleaning standards have been adapted to reduce the spread of the Covid-19 virus. This includes the use of hospital-grade cleaning products for all surfaces and linens specifically targeted at the new coronavirus.

- Room keys will be disinfected before issuing to guests.
- Pens used on registration will be disinfected before issuing to guests.
- Luggage handling will include a cleaning process.
- A 'used items' box will be placed in meeting rooms for used stationery items and which will be disinfected after each event

4. Physical and Social distancing

- Floor decals at queuing points will be used to indicate the spacing between each person.
- Restaurant furniture, conference furniture and lounge furniture have been re-positioned to adhere to the physical distancing guidelines.
- Maximum capacities in a given space, as indicated by the Department of Health, will be strictly enforced.
- No cash will be accepted, only EFT's and credit cards.

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- Perspex screens are in place in the restaurant, reception and all dishing up areas.
- Our bar and lounge will be closed as high risk areas.
- Meals in the restaurant will be served in a hybrid model. Food will be displayed buffet style BUT behind screens.
- Only our staff will handle the crockery and cutlery and will dish up the guests choices.
- Groups, such as friends, conferences and team building will, as far as possible, be separated for dinner and socializing .

5. Guest and staff education and training

The plan will be supported by a dedicated onsite Covid-19 Health and Safety Officer who will assess risks and monitor the implementation and compliance of the recommendations by the Department of Health to give you confidence that all planned measures are scrupulously enforced.

- Signage reminding guests and staff about health, hygiene and the correct wearing of PPE signage will be positioned throughout the buildings.
- Staff training includes support, response and reporting in the case of a suspected case.
- Daily team briefings will be conducted reinforcing hygiene and the safety protocols and processes.

In short, we are not only complying with all the requirements of all relevant authorities but going above and beyond these measures to do everything within our power to keep all who enter our premises as safe as possible. Collectively, we will beat this virus!