



Dear Guests,

**RE: Our response to the COVID-19 pandemic**

We look forward to welcoming our guests to experience the same warmth and hospitality we have provided for over 80 years.

The well-being of our guests and staff is a top priority and as such we have adopted the COVID-19 Health & Safety Protocol Guidelines issued by the Federated Hospitality Association of Southern Africa and Tourism Business Council of South Africa.

Whilst we understand that these guidelines will adapt as science progresses and Government regulations (lockdown levels) change, we ask that you please respect the protocols we have put in place in order to assist our staff in providing you with the ultimate Drakensberg experience.

We'd like to share with you some of the new procedures we have implemented to give you peace of mind when returning to Cathedral Peak Hotel.

***ENHANCED SAFETY AND CLEANLINESS***

- We have introduced intensified hygiene and safety measures across all major touch points in the hotel e.g. public areas, public bathrooms.
- Perspex screens will be utilised where possible (i.e. reception desk, TryMe store, bars etc.).
- We will make use of approved cleaning products effective against bacteria and viruses.
- Public areas of the hotel will be reconfigured and adjusted to allow for physical distancing wherever possible and all guests will be advised to practise physical distancing.

***OUR GUESTS***

- Upon arriving at our boom gate and reception or exiting the hotel all guests will have their temperature checked. Temperatures will be taken and recorded upon entering our dining room for breakfast each morning.
- A medical declaration form will be emailed to you when making a reservation which we kindly ask you to complete for each member of your family and bring with you for check-in. If this is not possible these forms will be available as you enter our reception foyer.
- Guest luggage will be sanitised by our Porters on arrival before being taken to your room.
- Guests are requested to be in their rooms by 9pm to comply with curfew hours.
- Wear masks at all times in public areas and when in close proximity with other guests and staff unless eating or drinking. Masks are available for purchase at Try Me Store.
- Social distancing will be observed throughout the Hotel and you will notice that we have decals on the floor to assist and guide us all.
- Hand sanitizers will be available in every bedroom and also at strategic high-volume points in the hotel.

- Please wash your hands regularly, with soap and water, and sanitize as often as possible.
- Any guest who shows signs of having COVID or has a temperature while at Cathedral Peak will be isolated, the relevant authorities will be notified and they will be required to go for testing.

#### ***OUR EXCEPTIONAL STAFF***

- All staff will wear masks and the required PPE equipment at all times.
- All staff have been provided with extensive training on sanitation and physical distancing protocols, with more comprehensive instruction given to guest-facing staff and our housekeeping team.
- A COVID-19 Compliance Officer and Team have been established, to implement and oversee all new practices, procedures and trainings.
- All staff on arrival for and departure after their shift will be required to have their temperature checked and recorded.
- Any staff member who shows signs of having COVID or has a temperature while at work will be isolated, the relevant authorities will be notified and they will be required to go for testing.

#### ***GUEST ROOM PROTOCOLS***

- We have elevated our rigorous cleaning procedures for all our rooms and have introduced additional safety measures, such as avoiding back-to-back usage of rooms to allow for deeper sanitation practices.
- Room cleaning will be done daily however linen changing will only happen every third day, unless linen change is required, in which case please contact Reception.
- Turn down service will not be permitted so as to limit the number of people with access to the room.

#### ***DINING EXPERIENCES***

- We will continue to serve our famous buffet style meals. Sanitiser have been placed at strategic points to ensure guests sanitise their hands before dishing up and masks are worn at all times when in and around the buffet.
- The dining room will be limited to industry protocol restrictions.
- On entering the dining room for the first time please wait to be shown to your table by one of our Managers or Head Waitrons.
- Please ensure you are seated at the table assigned to you for all meals.
- Dinner will be served from 5pm until 8pm. The dining room must be vacated by 8:30pm to allow staff to clean before the curfew.
- Our Terrace Menu is not available at present.
- Room service is available at an additional cost.

#### ***BARS***

- No alcohol will be served
- Bars close at 8pm (last round 7:45pm)

#### ***FACILITIES & ACTIVITIES***

All facilities will be sanitised regularly and sporting equipment required for the various activities will be sanitised after each use.

Our Wellness Centre will be operational. We have prepared and equipped the centre with all the necessary PPE and provided our therapists with training on COVID-19 precautions and measures to ensure you can relax and enjoy your treatment.

Our Children's Playroom and Games Room will be open during certain hours and will be sanitised thoroughly throughout the day.

Due to safety protocols the following facilities and activities are closed/ unavailable at present:

- Squash Court
- Outdoor Chess
- Board Games

All our available activities/ facilities can be found on our Activities & Info sheet given to you on check-in.

The following regulations will apply to certain activities/facilities:

- Swimming pool area: two loungers will be placed under each umbrella and a distance of 1.5 metres is to be maintained between each set of loungers at all times. No more than 50 people are permitted within the pool area at any one time. A staff member will be assigned to ensure all regulations at the pool are met.
- Daily guided walks: a distance of 1.5 metres will be required between individuals/families.
- Daily activity programme: for all activities whether they are indoor or outdoor we please request that social distancing of 1.5 metres is adhered to.

#### **PAYMENTS**

- We kindly request guests to pay in full via EFT 72 hours before arrival to speed up the check-in process as well as minimise the handling of cards, card machines etc.
- All purchases made on-site whether in the bars or Try Me Store must please be signed to your room for payment on check-out.
- Cash will not be accepted for making payments of any kind.

#### **OUR COVID-19 CANCELLATION POLICY**

- Cancellations more than 31 days before the date of arrival – refund the deposit less a 10% admin fee.
- Cancellation between 30 and 15 days before the date of arrival – refund the deposit less a 50% cancellation fee.
- Cancellations 14 or fewer days before the date of arrival – the entire deposit is forfeited.
- Should you cancel within 14 days due to contracting COVID-19; a medical certificate will be required as proof thereof and a gift voucher will be issued to the full value of your deposit received. Gift voucher T's and C's will apply.

We are closely monitoring the Covid-19 developments and will continue to prioritise the well-being of our guests and employees. We are aware of the latest travel advice issued by government agencies and are monitoring all updates issued by the World Health Organization (WHO) and the Centres for Disease Control (CDC).

We thank you for your continued support and look forward to welcoming you back to the Ultimate Drakensberg Experience!

Kind Regards,

**William & Belinda van der Riet**  
**Proprietors**