



**CATHEDRAL PEAK HOTEL**  
*Drakensberg*

Dear Guests,

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

We welcome you 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 procedures we have implemented to give you peace of mind during your stay with us.

***ENHANCED SAFETY AND CLEANLINESS***

- 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***

- Wear masks at all times in indoor 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.

***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.

***GUEST ROOM PROTOCOLS***

- We have elevated our rigorous cleaning procedures for all our rooms and have introduced additional safety measures
- 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.
- Dining room hours for dinner have changed to 6pm to 9.30pm daily.
- 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.
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- Room service is available at an additional cost.

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

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

Our Wellness Centre is open. 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.

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:

- Daily guided walks: a distance of 1 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 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**