



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 that have been implemented to give you peace of mind during your stay with us.

ENHANCED SAFETY AND CLEANLINESS

- Perspex screens are utilised where possible (i.e. reception desk, Try Me store, bars).
- We make use of approved cleaning products effective against bacteria and viruses.
- Public areas of the hotel have been reconfigured and adjusted to allow for physical distancing wherever possible and all guests are 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 must please be observed throughout the Hotel .
- Hand sanitizers are 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 is required to wear masks and the necessary PPE equipment at all times.
- All staff has 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 is done daily however linen changing only takes place every third day, unless linen change is required, in which case please contact Reception.
- Turn down service is currently not permitted so as to limit the number of people with access to the room.

DINING EXPERIENCES

- We continue to serve our famous buffet style meals. Sanitiser has been placed at strategic points for guests to sanitise their hands before dishing up and masks are required to be worn at all times when in and around the buffet.

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. The centre is equipped with all the necessary PPE and our therapists have been trained on COVID-19 precautions and measures to ensure you can relax and enjoy your treatment.

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

The following regulations apply to certain activities/facilities:

- Daily guided walks: a distance of 1 metre is required between individuals/ families.
- Daily activity programme: for all activities whether they are indoor or outdoor we please request that social distancing of 1 metre 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.

We closely monitor all 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