



MAYFAIR HOTEL

Dear Valued Guest

The safety of our hotel guests and employees remains our priority.

We appreciate that we are asking for more detailed information than usual. This information is to ensure we can address appropriately any risks should you or one of our guests or staff become ill with suspected COVID-19, and to ensure that in such an event, the required contact tracing can be carried-out. All information provided will only be shared with authorised persons.

The South African tourism industry has developed comprehensive protocols for the operation of all types of tourism businesses and facilities in times of the COVID-19 pandemic.

The protocols align with the latest Disaster Management and Department of Employment and Labour (DoEL) Regulations, and the World Health Organisation (WHO), National Institute for Communicable Disease (NICD), and Department of health (DoH) guidelines and advice, as well as the Health & Safety Act. The protocols will be updated as required on an on-going basis in line with the risk adjusted economic activity allowed and the pandemic status.

This version of the protocols is envisaged to operate under risk levels 3 and 2. It will however be updated as and when the situation changes.

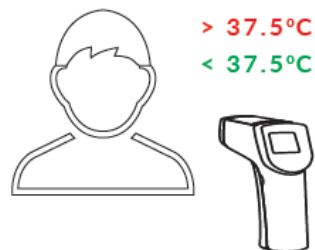
These protocols will be revised to facilitate increased capacity and recovery of the tourism industry and should only remain in force for as long as the declaration of a national disaster published in Government Gazette 43096 on 15 March 2020 remains in force.

The protocols cover customer information and staff training, PPE (personal protective equipment), physical distancing, sanitisation and hygiene practices for staff and customers, and surface sanitising among others.

We are confident that these extensive protocols enable the travel, tourism and related industries to operate safely as COVID-19 restrictions are eased. Our businesses will be among the safest places to be. The protocols address all the acknowledged risk areas related to travel and tourism.

ACCEPTANCE TO CHECK IN IN BASED ON THE BELOW CRITERIA

- Hotel will implement the necessary protocols
- SOPs developed prior to opening
- Training of staff prior to opening
- PPE in use at all times
- Screening of guests and staff
- All guests will be required to complete a Medical and Travel declaration. This will be on arrival/check-in as appropriate.
- Quarantine / isolation facility - a dedicated isolation room has been made available.
- Masks worn at all times
- Social distancing at all times a minimum of 1.5 metres at all times
- The hotel will designate a COVID-19 Officer/s
- Only guests staying at the hotel, those with meeting arranged with management or staff operating are permitted on enter these premises.
- F&B outlets will offer room service for dinner and express breakfast packs for breakfast only, no alcohol or sit down will be allowed.
- A 7 Day menu will be designed and that can be ordered through by dialling 0009 this including that made available for breakfast packs
- Please Advise the F&B/reception team of your preferred breakfast pack.



- Call and collect is allowed but no ordering on site and waiting for food will be permitted.
- The hotel F&B operating hours will be 06:00 – 09:00 and 18:00 – 21:00 as to limit exposure.
- The lounge area is available as long as 1.5M distancing is followed.
- Deviating from any of the above protocols will result in your immediate request to check out of the hotel and or if an employee be sent home until re-inducted.

FURTHER TO THE ABOVE HOTEL WILL IMPLEMENT

Risk assessments of all aspects of operation in-line with the Department of Labour COVID-19 Occupational Health and Safety Measures in Workplaces if more than 10 people are employed

Develop, maintain and implement: Standard hygiene and sanitising procedures (including schedules /logbooks as needed) per area/facility/vehicle category etc.

Monitoring overall compliance, identifying and correcting gaps, and adapting the plan to practical experience

Extensive training must be provided to all staff to ensure that they understand:

Frequent hand sanitising and/or hand washing is critical along with frequent proper sanitising of surfaces and these together are the key defence against COVID-19.

The following items and surfaces throughout front and back of house areas, and in/on vehicles, must be wiped or cleaned with an

appropriate disinfectant detergent. As far as possible, this must happen after every “use” or change of person/people using, or at a

minimum, frequently:

Capacities of service and public lifts must be controlled at the higher of 30% of person capacity or 3 people per lift. This will require

clear signage at all lift entrances and in lifts, and where possible, use of markers on lift floors.

Carpeted floors should be removed if possible

Room cleaning frequency and linen change frequencies will be reduced to lower contamination risks, rooms will be cleaned with a high Alc based product.

STANDARD PROCEDURES FOR GVPC & STAFF WITH COVID-19 SYMPTOMS

The operations must have at hand and available the telephone numbers of the health authorities, medical centres, general practitioners, public and private hospitals, testing centres and services to be used and must have determined which facilities (temporary or overnight) will be used for staff or GVPCs requiring quarantine of isolation.

If a guest has symptoms on arrival before checking-in, before pick-up etc., they will be asked to return home where possible, and asked to contact their healthcare professional and self-isolate and monitor their symptoms. This is unless symptoms are already severe, in which case a medical professional should be consulted immediately

If they cannot for any reason (i.e., they are not in their hometown) return home, then they must be moved to a designated COVID-19 holding room/sick bay or a designated COVID-19 hotel room.

Please call the hotel General manager (Lex Fordyce on 074 284 9999 or email lex@mayfairhotel.co.za) or our Covid19 Officer Kasavan Moonsamy on 081 275 5840 should you be concerned of possible contamination during or after your stay as for the hotel to take the necessary steps.

Also please advise us should you feel the hotel has not taken the adequate steps in ensuring your or our employees' safety.

Mayfair Hotel reserves the right of admission reserved and your Safety is our priority

For any queries please contact the Duty Manager at 0009 24 hours a day

Kind Regards



Hotel Management

COVID - 19 PANDEMIC CALL CENTRES AND HOTLINES					STAY HOME SAVE SOUTH AFRICA
Coronavirus Hotline: 0800 029 999	National Crisis Line: 0861 322 322	South African Police Service: 08600 10111	Reporting undue price increases: 0800 141 880	Child Line: 0800 055 555	Department of Home Affairs: 0800 601 190
Persons with Disabilities: SMS help to 31531	Support to SMMEs in distress: 0860 663 7867	AIDS Helpline: 0800 012 322	Department of Trade and Industry: 080 000 6543	Suicide Helpline: 0800 567 567 or 0800 456 789	Department of Water and Sanitation: 0800 200 200
GB YF - Related service complaints: 0800 333 177	PostBank Call Centre: 0800 53 54 55	Gender-based Violence Command centre: 0800 428 428 OR *120*7867# (free)	UIF Call Centre: 0800 030 007	Family Violence, Child Protection and Sexual Offences Line: 0800 150 150	Department of Tourism: 0860 868 747
National Institute for Communicable Diseases: 0800 029 999	Women Abuse Helpline: 0800 150 150	National Human Trafficking Helpline: 0800 222 777	SASSA Call Centre: 0800 60 10 11	Presidential Hotline: 17737	Compensation Fund: 0860 105 350

WHATSAPP SUPPORT
0800 123 456
EMERGENCY NUMBER
0800 029 999
SICORONAVIRUS.CO.ZA

