

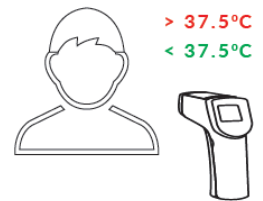
Dear Valued Guest and Employees

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.

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 44772 on 27 June 21 remains in force.

As recently seen hospitality industries have closed their properties as a fine line is needed between maintaining the business while meeting our guests needs. With this said the hotel is always seeking ways and means of meeting expectations while maintaining best business practices, employee livelihoods and sustainability.


ACCEPTANCE TO CHECK IN IN BASED ON THE BELOW CRITERIA

- Hotel will Implement the necessary protocols
- 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
- Only guests staying at the hotel, those with meeting arranged with management or staff operating are permitted on enter these premises.
- No alcohol is permitted and cannot be sold further sit-down/dining services will not be allowed.
- The hotel F&B operating hours will be 06:30 – 09:00 and 17:00 – 20:00 as to limit exposure, please note last order will be accepted at 19:45 as to allow employees to return home prior to curfew.
- F&B outlets will offer room service only for dinner (set menu's) and express breakfast packs for breakfast only, alcohol is not permitted.
- Cereals ONLY will be made available for rooms service; this will be served with hot/cold milk as perishable goods such as fruit salads and yogurts will be additional expense burdens and wastage. Cereals available are Muesli, All Bran, Weetbix & Corn Flakes. Runs of deliver to rooms will commence at 06h30 and end at 09h30.
- Lunch packs consists of; 2 Fruits, Yogurt, crisps/sweets, Muffins, water, juice, choice of a wrap, burger or sandwich.
- We request that orders are placed in the evening prior as to ensure they are readily available.
- Please feel free to assist yourself to a take away coffee/tea/water in the morning in the restaurant.
- **Deviating from any of the above protocols will result in your immediate request to check out of the hotel without refund and or if an employee be sent home until re-inducted.**


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.