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## **COVID-19 Virus as of 18 March 2020 National State of Disaster declared.**

We have made it a top priority to take all measures to make sure that the Guest houses are cleaned to the highest standards. All surfaces will be cleaned with special alcohol disinfected liquid. It will be mandatory for all Guests to provide us with a copy of his/her **ID or Passport**. Guests need to complete a **Declaration Form** before or on arrival.

### **Sanitising & Hygiene Practices of Vredehoek Guest Farm**

Frequent GVPC (Guest/Visitor/Passenger/Client PPE) and staff hand sanitising and/or hand washing is compulsory and critical along with frequent proper sanitising of surfaces and these together are the key defence against COVID-19 according to Tourism Business Council of South Africa.

#### **Hands**

GVPCs will be required to sanitise their hands on initial arrival at the door. Staff members can administer the sanitiser, or it can be self-administered.

Hand sanitiser is available in the Guest House

Appropriate non-touch bins are available for disposal of paper and waste.

- Lid of kitchen bin removed. Cupboard handles sanitised.
- Non-touch bins in bedrooms and bathrooms

#### **Surfaces**

Water bottles, jugs & amenity bottles

Door handles - rooms/cupboards

Key holders

Pens - used by more than one person

Light switches

Taps & Mixers

Soap & Sanitiser dispensers and Air fresheners

Toilet roll holders

Toilet flush buttons/levers
Electrical socket switches
Salt & Pepper shakers & other static tableware, e.g. toothpick holders/sauce bottles
Tables & counters
Deck railings
Utensils or receptacles/dispensers - handles/taps/buttons etc.
Plastic folders
Kitchen equipment, e.g. toaster, kettle, coffee machine, breadbin
Armrests & backs of seats/chairs
Window levers/buttons
Air-conditioning controls and TV remotes
Window sills

<b>Remove surfaces</b>
Rugs, carpets, cushions and softs were removed
Magazines, newspapers, games, décor items, flower pots and vases etc. were removed

<b>Luggage</b>
Guest handles their own luggage to move it into or out of, the vehicle or room, and it is not touched by staff then wiping or spraying is not required.

<b>Cash Handling</b>
Cash handling will be minimised. Pre payments or EFT's only. If a guest or staff member handles cash hand sanitising should happen immediately afterwards.

<b>Reduce use areas</b>
Any areas which are not in use, or which can be taken out of use will be locked to eliminate usage and the need for regular surface cleaning or deep cleaning in the event of any contamination.

<b>General</b>
Bio-spill kits will be used for all cleaning of blood or vomit
Surfaces are cleaned and disinfected with a 70 % alcohol-based agent
We provide 70% alcohol hand sanitizer

Heating, ventilation and air condition systems and water reticulation systems, fridges dishwashers and laundry equipment are regularly serviced and operating effectively

Hot cycles (70°C or higher) with the usual detergents are used for laundry

High temperature dishwashing settings are used at 150°C- 160°C with rinse at 180°C

### **Masks**

GVPCs will be required to wear masks except when:

- In the guest house
- They are a small group in a self-drive/hire car
- While eating or drinking
- Walk on the farm as a small group

(Masks should be available at all times)

Acceptable masks are cloth masks, surgical masks and N95 respirators.

Cloth masks are available on request which can be provided to GVPCs should they not have their own masks on arrival.

Please contact Melt Loubser 082 871 2695. Price R30 each.

It is important to keep our guests and staff safe and protected at all times, therefore strict precautions will be followed adhering to the Covid-19 protocols as laid down by the Tourism Business Council of South Africa.

The public hotline for the Coronavirus COVID-19 in SA 0800-029-999

Please use this hotline if you display any signs of infection.

We thank you for your support.

Thank you for your Co-operation.

Guest Farm Manager