



COVID19 TERMS AND PROCEDURES

In the interest of all our safety, please be aware that our check-in procedures have changed to adhere to the regulations stipulated by our governing institutions and the WHO to curtail the spread of COVID19.

- Hands will need to be sanitised at the entrance before entering (Hand sanitising station provided).
- Masks will have to be worn when interacting with others in permitted public areas.
- Social Distancing will need to be observed at 1.5m when in permitted public areas.
- Unless agreed otherwise, all payments are due prior to check-in. All check-in procedures will be done via email prior to arrival.
- All staff (incl. gardener & maintenance man), guests and deliveries entering the property will be required to undertake a non-invasive infra-red thermometer test on a daily basis. The test will be conducted by management it is therefore that entry and exit times are kept reasonable and that you phone when arriving in advance. Daily records shall be kept by management and the results kept on file for the entire length of COVID -19 shutdown.
- Any indication of temperature reading concerns (ie over 38o C) will restrict the access to site of that person until cleared by a Medical practitioner in writing.
- Guests are required to provide adequate face masks or can purchase them from management.
- Management will make hand-wash sanitizers available to guests and staff at check-in station.
- All rooms and public spaces are professionally sanitised on departure (pre-check in) and on a weekly basis as an additional precaution.



USE OF GUEST HOUSE FACILITIES

- It is understood, that under no circumstances during the pandemic period, may guest use any of the facilities provided by the establishment other than the allocated suite that they have been directed to.
- The Pool, dining rooms and public lounges are out of bounds to all Guests (unless sanctioned by Management).
- Guests are cautioned about wearing appropriate masks, gloves and protection when collecting deliveries from the Gate. It is strongly recommended that containers and carry bags be sanitised prior to entering the rooms and disposed of in receptacles provided, prior to removing protective clothing.

CLEANING AND SANITATION

1. FUMIGATION OF PREMESIS

Seaview Manor has conducted an extensive sanitation exercise of the entire property both inside and out. This includes all guests rooms and service areas as well as every inch of the property including both private and all public areas. A certificate of compliance has been obtained and is displayed.

2. STAFF TRAINING AND KNOWLEDGE

Hotel staff – and their own health, safety and knowledge – are essential to an effective cleaning program. Here are some ways we're supporting them:

- **Hand Hygiene:** Proper and frequent hand washing is vital to help combat the spread of the virus. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests. Hand sanitation devices as well as ample signage have been placed in all strategic positions around the property to remind staff and guests alike on a constant basis to adhere to our very strict levels of hygiene.
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- **On-going Training:** In addition to training on housekeeping and hygiene procedures, staff are also completing enhanced COVID-19 awareness training.



CLEANING PRODUCTS AND PROTOCOLS:

We are using cleaning products and protocols which are effective against viruses, including:

- **Guest Rooms:** Cleaning and disinfecting procedures are in place to ensure that all rooms are disinfected after guests depart and before the next guest arrives, with particular attention paid to high-touch areas.
- **Public Spaces:** We have increased the frequency of cleaning and disinfecting in public areas, with a focus on door handles, public bathrooms and even room keys.
- **Back of House:** In the spaces where staff work “behind the scenes,” we are increasing the frequency of cleaning and focusing on high-touch areas like staff entrances, rooms, laundry rooms and staff rest rooms.

EVENT NOTIFICATION: Should we be alerted to a case of COVID-19 at our establishment, we immediately work with the relevant health authorities to obtain the facts and guidance on steps to take with both guests and staff. We undertake an additional cleaning and disinfecting protocol of the common areas of the Guesthouse as well as the areas we know the guest has been during their stay. In addition, we will seal the guest’s room (e.g., preventing entry by staff or others) and undertakes a room recovery procedure that is designed to disinfect everything in the room including sanitizing the air.

*We are doing our utmost best for you to enjoy your stay
with us.*