



## 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.
- Only guest with the required CIPC permit and identity for essential services will be permitted.
- Guests are further required to have an original letter from their employer or referring consultant.
- Suites are by single occupation only.
- The Management of this facility are required to submit your details and ID to SA Tourism to obtain a clearance permit for your occupancy, so early notice to avoid delays in approval is recommended.
- Unless agreed otherwise, all payments are due prior to check-in.

- 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, gloves and sanitiser and source this prior to check-in.
- Departure: On check-out guests are requested to fold all linen and towels and place in laundry box on the outside of the room door.
- 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).
- The facility will not provide any cooked meals or drink. These must be obtained by the guest via the Uber or similar service from registered legal vendors in the near vicinity. A list of such vendors is supplied in your rooms together with contact details.
- Under no circumstances may food delivery enter the property, and guests are cautioned about wearing appropriate masks, gloves and protection when collecting 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.
- Delivery of foods and consumables is only permitted between the hours of 06h00 – 18h00.
- During the duration of the lock-down, all breakfasts will be pre-packaged and delivered to your room at the indicated times.

# 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.
- **Ongoing Training:** In addition to training on housekeeping and hygiene procedures, staff are also completing enhanced COVID-19 awareness training.

## 3. CLEANING PRODUCTS AND PROTOCOLS:

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

- **Guest Rooms:** We have installed hand sanitation units in all 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.*