

COVID-19 PROTOCOLS

During the lockdown period, core administration functions will continue to operate remotely and all booking channels, including the Gooderson Leisure website, will remain open for all of properties, for reservations post the lockdown period.

Gooderson Leisure has pledged to adhere to protocols developed by the Tourism Business Council of South Africa that align with the latest Disaster Management and Department of Employment and Labour (DoEL), the WHO, NICD and DoH guidelines as well as the Health & Safety Act. The protocols will be updated as required on an ongoing basis in line with the risk adjusted economic activity allowed and the pandemic status. Our goal is to ensure our that properties are amongst the safest places to be and that your stay is a comfortable one that allows you to enjoy our resorts.

The stringent COVID-19 protocols we will be adhering to for social distancing, temperature monitoring of guests and staff; sanitising and hygiene practices; wearing of masks and required PPE; rigorous cleaning regimes; staff training and more are all designed to provide a safe and secure environment for you and our staff.

It may take some adjusting to the new normal and the restrictions placed on us all, but we trust that you'll soon be able to enjoy the world of experiences and memories to be made at our properties.

The COVID-19 protocol includes but is not limited to:

Screening of guests on arrival

This has become necessary in accordance with the national state of disaster. Therefore, in order to prevent an infected person from checking into the hotel guests will be required to:

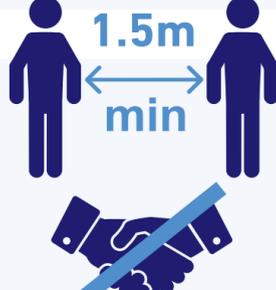
	<p>1] Complete and sign a Medical and Travel declaration.</p> <p>All Guests, Visitors, Passengers and Clients will be required to complete a Medical and Travel declaration upon arrival/check-in/entering or pick-up.</p>	<p>2] Allow their temperature to be scanned with a thermal scanner</p>  <p>If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.</p> <p>If a guest's temperature is high and/or they have symptoms of the virus they will be not be permitted to check-in and will be referred to a medical facility.</p>
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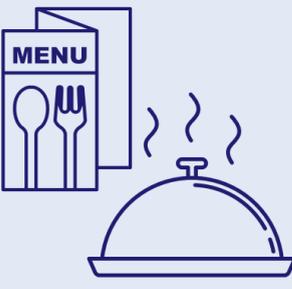
	<p>EDUCATING STAFF (ongoing)</p> <p>We will continue to educate staff on on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.</p>	<p>STAFF HAND SANITISERS (70% alcohol based)</p> <p>Hand sanitiser are being used in back of house areas (such as kitchen, office, laundry, staff restaurant and bathrooms) as well as front of house guest areas (such as reception desk, bar, restaurant, lounge, gym, boardroom and meeting room).</p> 
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	<p>GUEST HAND SANITISERS (70% alcohol based)</p> <p>Hand sanitisers are strategically placed for ease of access to guests in public areas of the hotel with a notices encouraging regular use.</p>	<p>PERSONAL HYGIENE</p> <p>Emphasis is being placed on the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face.</p> 
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	<p>REGULAR ROUTINE CLEANING</p> <p>All public areas such as restrooms, breakfast rooms, restaurants, table tops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down as part of a regular routine throughout the day, using a polycide chemical (a disinfectant cleaner) that kills most viruses.</p>	<p>In addition to regular routine cleaning, all surfaces are wiped down with a chemical disinfectant called Surface Defense Standard Treatment, which has a lifespan of 90 days once it has been applied. It is being applied to surfaces as a sealant prior to the daily regular routine cleaning that is taking place, which includes: door handles of restrooms and guest rooms, restaurant table tops, bar counters, boardroom tables, hand rails on stairwells, buttons of lifts, speed point machines, front desk counters and entrance door handles.</p>
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	<p>SANITISERS FOR SECURITY OFFICERS</p> <p>All security staff at our hotel entrances have also been issued to with sanitiser to ensure hygiene for themselves and all our arriving guests.</p>	<p>PROTECTIVE WEAR</p> <p>Protective gloves and cloth face masks are issued to housekeeping and public area Guest Service Attendants to wear when on duty and cleaning equipment with a polycide chemical (disinfectant cleaner) between guest and rest rooms.</p> 
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	<p>FACEMASKS</p> <p>In adherence with Government requirements, facemasks are to be worn by all staff and guests in public areas.</p>	<p>AVOIDING CLOSE CONTACT</p> <p>Social distancing maintaining a minimum of one and a half metres between workers and guests is required both in the workplace and in common areas to avoid contact with anyone who is coughing, sneezing or feverish. Anyone showing symptoms of respiratory illness is to be reported to the hotel's general manager for further action to take place, such as contacting the NICD hotline.</p> 
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	<p>FOOD SERVICE</p> <p>Buffets will be discontinued where possible. Pre-portioned plated/covered food will be delivered to tables in dining areas. Waiting staff will observe social distancing guidelines when taking orders and social distancing will be practiced for seating arrangements. All non-essential items will be removed from tables and any self-service stations will be manned by staff. Menus will be simplified to reduce complexity/options.</p>	<p>ROOM SERVICE</p> <p>Room service will utilise take-away style disposable containers which will be left outside rooms for guests who will be alerted on delivery.</p> <p>CASH HANDLING</p> <p>We urge guests to make use of pre-payments, EFTs, credit and debit cards, Snapscan, Zapper and signing accounts to minimise the need to handle cash.</p> 
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	<p>ATTRACTIONS</p> <p>Many attractions can still function while following the health protocols and allow safe operation. Reduced capacity will be observed to allow for appropriate social distancing. Advance bookings will be taken to manage capacity and attractions may only operate at limited times. Some areas and attractions may not open if physical distancing measures cannot be put in place.</p>	<p>GAME DRIVES</p> <p>Specific procedures relating to game drive vehicles will be observed to ensure vehicles are sanitised throughout the duration of the game drive. Protocols include social distancing practices relating to seating; specific food and drink protocols and use of disposable ponchos.</p> 
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	<p>THE NICD HOTLINE is available to all staff and guests. In the event that any employee is sick or has symptoms associated with the COVID-19, they must not come to work. The South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination.</p> <p>The NICD hotline number is 080 002 9999.</p>
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While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing to stay at a Gooderson Leisure property and look forward to delivering on our service excellence promise.