

Covid-19 Protocol

The COVID-19 protocol that we have put in place in all of our operating properties at Guano cave guest Farm is for the safety and reassurance of staff and guests. This protocol is outlined below, followed by the business & leisure protocols.

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

Screening of guests on arrival in order to prevent an infected person from checking in at Guano Cave. Guests are required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitize their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

Educating staff (ongoing) 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.

Staff hand sanitizers (alcohol based) have been rolled out 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, fitness room, boardroom and meeting room).

Guest hand sanitizers (alcohol based) are placed in easy reach of guests in public areas of the resort with a notice encouraging regular use.

Personal hygiene is being reiterated, including 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;

Regular routine cleaning of public areas such as restrooms, restaurant, table tops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses;

Protective wear such as protective gloves, aprons and face masks are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with a polycide chemical (disinfectant cleaner) between guest and rest rooms.

Avoiding close contact with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the hotel's general manager for further action to take place, such as contacting the NICD hotline.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, 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. The NICD hotline number is 080 002 9999.

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 Guano Cave Guest Farm, we look forward to delivering on our service excellence promise.

Guano Cave - Accommodating Business & Leisure Travelers Protocol

The following protocols must be adhered to at Guano Cave Guest Farm, which has been booked, for **Business or Leisure** accommodation.

Screening: These individuals are not necessarily Covid-19 positive, but must be screened on arrival in accordance with the Resorts screening procedure. The same is to be done for working Guano cave staff.

In order to prevent an infected person from checking into the resort guests will be required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitize their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

Check-In: All items on the front desk (pen, registration form and room key) and the receptionists hands are sanitized, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitize hands and credit cards, prior to interaction. The speed point machine is sanitized before and after every use.

Only one receptionist may be present behind the reception desk and guests awaiting check-in are to observe social distancing.

Guest behavior:

Several of our facilities are subject to physical distancing and, as per government regulations, specific time frames, such as the fitness room, boardrooms and bar service. The restaurant will have very strictly controlled limited use. Guests may make use of the pool deck and swimming pool while observing strict social distancing practices. Social distancing applies to all public areas throughout a guest's stay.

Cleaning: Where guests have checked out, departed rooms are cleaned and sanitized. A Cleaning lady will on duty from 7am to 7pm in the caravan ablution block for continuous cleaning and sanitizing. A Cleaning lady will on duty from 7am to 7pm in the Roman Pool ablution for continuous cleaning and sanitizing.

Staff will be wearing face masks or shields at all time.

Laundry: Linen and terry (towels) are washed. All the linen is ironed on a hot setting.

Food and Beverage: The restaurant will have very strictly controlled limited use. Kitchen staff will continuously sanitize their own hand and all surfaces. Restaurant staff will be continuously sanitizing all services and their own hands.

Delivery and acceptance of goods: All delivery personnel will be screened upon arrival and they will not be allowed inside the building.

Following receipt of goods, the packaging is sprayed and wiped down with Polycide and left for a minimum of five minutes before packaging is opened.

All surfaces that come into contact with delivered goods must be sanitized immediately.

Pools

All our pools chlorine levels will be between 1.5 and 3ppm, although this is not a waterborne virus..

