

COVID-19 Protocol, Your Safety Is Our Concern

Dear Guests, Family and Friends,

We have re-opened under a strict health and safety protocol that we have implemented according to the guidelines and hygiene policies of the World Health Organisation (WHO), the South African National Department of Health (NDoH), The provincial Department of Health and the National Institute for Communicable Diseases (NICD).

Our Updated Check-in process

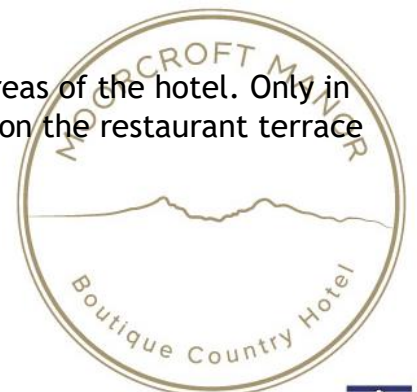
- To protect our guests and the staff, guests are required to be screened on arrival, which includes:
- allowing their temperature to be scanned with a thermal scanner
- If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and continue to check-in, which will include completing and signing a questionnaire
- If a guest's temperature exceeds 37.5 degrees Celsius and/or they have symptoms of the virus, they will regretfully not be allowed to check-in and will be referred to a medical facility as specified by the NICD.

Health and Safety

- All staff have received training on COVID19 preventative measures and hygiene protocols and adherence is constantly supervised.
- Educational signage is displayed prominently for both guests and staff
- Staff are provided with personal protective equipment (PPE) in line with regulations, along with additional hygiene resources
- Increased sanitising and disinfecting practices with frequent sanitisation of high touch points.
- Public social distancing with physical barriers where necessary
- Hand sanitisers are available for use in all the public areas
- Guests and staff are required to wear face masks in all public areas of the hotel. Only in their rooms and when seated at their table in the restaurant or on the restaurant terrace may guests remove their masks.

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Members:
Goolu Kropf
Mario Rudolf Kropf



Restaurant/Food & Beverage delivery

- The Dining facilities are restricted to a maximum number of guests as outlined in the Government Gazette, with social distancing measures in place. In-room dining is encouraged wherever possible.
- To avoid any risk of cross-contamination the breakfast buffet has been discontinued. Please order from the a-la-carte options on the breakfast menu.

Guest Room Hygiene

- In accordance with NICD regulations we have discontinued the daily evening turn-down service.
- Fresh towels may be requested and will be delivered to the room door.
- Guest Rooms are sanitized thoroughly after each guests departure and then again prior to the new guests arrival
- We have also removed throws, scatter cushions and additional décor items within the rooms.

Your understanding & co-operation is highly appreciated as we navigate our way safely through this new era.

Should you have any question in regard to this protocol please do not hesitate to contact our reception staff.

The NICD hotline number is 080 002 9999

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