



GLENBURN LODGE & SPA COVID-19 SAFETY

(Find out more on how we are keeping our Guests safe)

GENERAL HEALTH & SAFETY MEASURES

- Health and Safety training as well as Covid-19 specific training has been conducted with all staff and will be refreshed on an ongoing basis.
- Hand sanitizers are available in all public areas as well as our hotel rooms, chalets, garden suites and restaurants
- Covid-19 awareness material is visible to all guests and staff in public areas as well as back of house areas
- Staff are equipped with all needed PPE to ensure that they are able to complete all needed tasks safely. Biohazard boxes have been supplied for safe disposal of said equipment.
- Guests and staff are required to comply with 'Social distancing', measures have been put in place to ensure all relax and enjoy themselves in a safe distanced space.
- Standard cleaning practices have been intensified with more regular sanitizing and cleaning of frequently touched areas around the property.
- In line with Covid-19 safety and hygiene practices – no cash will be permitted on the property until further notice. Guests will be required to make prepayments or settle for any extras directly via point of sale using a debit or credit card (no room charges will be allowed)

GUEST ARRIVAL AND CHECK-IN

- All guests/visitors will be required to complete a visitor's trace & track sheet prior to arrival
- No guests/visitors/staff members will be allowed to enter the property without a cloth face mask (visors may be accompanied with a mask, visors only will not be allowed)

- Upon arrival all guests/visitor/staff member will be temperature screened at our main security gate, any guest/visitor/staff member with a temperature higher than 37.5°C will not be allowed to enter and will be directed to the closest medical centre.
- Guests/visitors/staff members will have to complete a Covid – 19 questionnaire at our main reception/spa reception area.
- Sanitizer will be supplied at entry points as well as our main reception areas

FOOD & BEVERAGE SERVICE

- Restaurant bookings are essential.
- Meals will be served at staggered time slots to avoid crowding and promote social distancing.
- Maximum number of guests allowed at a table will be 8 persons. Larger tables will be split to comply with the social distancing guidelines.
- Bookings between 16 and 32 guests will be allocated a private venue with charges applicable.
- No self-service to food items on buffet will be permitted; meals will be plated or served with assistance from our buffet chefs in full PPE attire.
- Access to food stations will be controlled and tables will be nominated to approach the buffet by the floor supervisor.
- Disposable or wipe able laminated menus will be available in restaurants
- Room service menu will be available to encourage in room dining.
- The bar will be restricted to a safe number of guests with social distancing measures in place.
- Liquor Sales: As an onsite consumption licensee- beverages will only be served until 22h00 daily as per Government gazetted regulations under current level 2. Last rounds will be called at 21h30.

MEETINGS, CONFERENCES & EVENTS

- Strict limits of 50 pax per venue and 1.5m distancing between delegates will be maintained
- All delegates are required to wear a cloth mask, masks may only be removed while eating and drinking.
- Pre-sanitized Stationary will be available only on request, stationary will not be set on the meeting tables.
- Sanitizer will be supplied for all audio visual equipment used during the meeting.
- Delegates are required to occupy the same seat for the duration of the conference/meeting

- Sanitizing stations and temperature control stations will be setup before, during and after conferences/meetings
- Individual waters will be supplied during the conference, no glassware will be supplied inside the conference rooms
- Meal breaks and tea times will be setup to ensure social distancing as well as strict protocols regarding food and beverage offerings

WEDDINGS & FUNCTION EVENTS

- Weddings and functions, subject to a limitation of 50 persons, and directions issued by the relevant Cabinet member subject to all persons wearing face masks and strict adherence to all health protocols and social distancing measure. For more information please contact our coordinators on banquet@glenburn.co.za or banquet2@glenburn.co.za