

Welcome to Glenburn Lodge & Spa!

We are delighted to have you with us and we look forward to making your stay a safe & memorable one! Due to various Covid-19 related measures some of our facilities/services/amenities may currently not be open or offered. Hospitality is still key to managing our property, where there is a need or request we will do our best to assist. We thank you in advance for your understanding and support.

Amidst the current world wide concerns regarding the COVID 19 pandemic, we would like to inform and assure our guests that Glenburn Lodge & Spa has taken all the necessary precautions to ensure our property remains a safe and hygienic environment for all our visitors & staff. 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. We detail below a few guidelines that will inform you and put you at ease during your stay with us (although we are open to suggestions and also your valuable feedback)

Please pay attention to the Covid-19 Safety Tips posted around our property.

PPE & Social Distancing

All guests and staff are required to practice social distancing (keeping a distance of at least 1.5 meters away from other guests and staff). All guests and staff are required by law to wear a cloth face mask that covers the nose & mouth when in public areas. Visors may be worn but only in addition to a face mask. Hand sanitizers have been placed throughout our public areas & rooms for your safety and convenience.

Food & Beverage Services

A designated restaurant will be open for meals & refreshments, the restaurant location will be communicated to you during our check-in process. Meal times will be as follows:

Breakfast – 07h00 to 11h00 (daily). Breakfast will be by **'reservation only'** due to the current Level 3 capacity regulations (Guest numbers exceeding 50 pax). *Breakfast will be served in two timeslots (07h00 – 09h00 and 09h00 – 11h00).* Please make your breakfast booking for the following day at our Main Reception.

Light Meals available from 10h00 – 19h30 (contact main reception for the selected food outlet)

Dinner – 16h30 to 19h30 daily (under current Adjusted Level 3). With restaurant closure at 20h00.

Our GlenPalms food court with an alternative light meals menu is available on Saturdays, Sundays and public holidays from 09h00 – 17h00.

Buffet-style service and menus will be provided for selected meals as per strict COVID-19 serving regulations, which includes food plated and served from our shield protected buffet setup by our chefs in full PPE attire.

Disposable or wipeable laminated menus will be available in restaurants and guest rooms.

While dining, you are permitted to remove your mask once the food is delivered to you and you are required to wear your face mask on completion of your meal.



**HIGHLY RECOMMENDED AND ENDORSED
BY GLENBURN LODGE & SPA**



In-Room Dining & Room Service

Should you prefer to dine in the safety of your room, we recommend that you make use of our limited selection In-room dining option (laminated menu in the room) by dialling 2346 from your telephone (available from 12h00 – 19h30 daily). Kindly note that a R15.00 Tray Charge is applicable on all Room service orders. Please be patient with our hardworking chefs and service staff, slight delays in delivery may be experienced over busy periods.

In-Room dining is unfortunately not available for Breakfast and not available on conference/ group package dinners.

Beverage Service

Under Current Adjusted Level 3 – No alcohol will be served. Alcohol sales will remain closed until further notice. Soft drinks and Non-Alcoholic options are available until 20h00 daily.

Housekeeping Services

For the duration of your stay please note that our Housekeeping team will be wearing protective gear when cleaning rooms. For health & safety reasons they will only be able to enter your room when you are not present. If you do not require your room to be serviced, please make use of the 'Do not disturb' sign located behind your door. Self-catering chalet & tented camp cleaning services will only be provided at check-out and will be limited to replacement of amenities & linen for stays longer than 4 nights. Limited laundry facilities are currently available. Guest amenities & towelling have been provided in your room. Should you require any additional items please feel free to contact our main reception by dialling 9.

Activities (On & Off-site) Refer to our laminated quick reference info sheet for activities on offer.

After-Hour Assistance

Our main hotel reception will close at latest 22h00 daily and reopen 06h00 the following day. For afterhours assistance please dial the security extension 2327 from your in-room telephone or 083 417 6819 for extreme emergencies.

Day Visitor Requests

Additional Day visitors will not be permitted unless by prior arrangement and will be subjected to our Covid screening procedures upon arrival.

Management would like to discourage any social gatherings in contravention of COVID-19 rules & regulations on our property and will take action to end any such gatherings.

Final Note from our General Manager – Nigel Peel

We thank you for your understanding and cooperation as we navigate the transition to a 'new normal' under Current Adjusted Level 3. While we strive to ensure that we apply our duty of care in every aspect of our service offering, we strongly encourage you to give us feedback on areas where you feel we may be lacking or need improvement. While our service may be affected during this time, you can rest assured of the same warmth and hospitality you've come to expect from our property!