



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 23h00 daily due to current Level 1 curfew restrictions. Last rounds will be called at 22h30 with bar closure at 23h00.

MEETINGS, CONFERENCES & EVENTS

- Strict limits will be adhered to - 100 pax per venue or 50% of venue capacity (Indoors) and maximum capacity of 250 pax (Outdoors)
- 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 AND FUNCTION EVENTS

- Strict limits will be adhered to - 100 pax per venue or 50% of venue capacity (Indoors) and maximum capacity of 250 pax (Outdoors)
- All guests/attendees are required to wear a face mask at all times except when eating or drinking.
- All hygienic conditions and physical distancing measures will be monitored and enforced by our function/wedding manager on duty.
- Screening will be done upon arrival at our security main gate and sanitation stations will be setup at the designated function/wedding venue.