



GLENBURN
LODGE & SPA

Your Safety is our Priority

Health & Safety Protocols

*Updated 26 July 2021
Adjusted Level 3*

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 but 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, support & patience. Glenburn Lodge & Spa have 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. Due to strict adherence to Covid-19 staffing compliment protocols, services may be delayed in respect of food & beverage orders and the return of clean rooms. Again we would like to thank you for your patience and understanding!

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)

The following protocols are mandatory according to Government regulations and will be strictly adhered to at Glenburn:



Check-in process

To protect our guests & staff and to prevent a potentially high-risk person from entering the property, guests are required to be screened on arrival which includes:

- Temperature scan at our main gate upon arrival.
- If a guest's temperature falls within the normal range and they do not show any symptoms they may proceed to our main reception for check-in. If a guest's temperature is high (the actual temperature at screening should not exceed 37.5°C) and/or they have symptoms of the virus they will not be allowed to proceed past the main security gate.
- Completing and signing a questionnaire as specified by regulations at our main reception.

Avoid the 3 C's



Health & Safety Protocols

- All guests & staff are required to practice social distancing (1.5 meters).
- All guests & staff are required by law to wear a cloth face mask that covers the nose & mouth when in public areas.
- Hand sanitizers have been placed throughout our public areas & rooms for your safety and convenience.
- Face masks must be worn in our food service areas.
- Educational signages are placed around the property for staff & guests – please familiarize yourselves.
- Staff are provided with personal protective equipment (PPE) in line with regulations, along with additional hygiene resources.
- No social gatherings in contravention of COVID-19 rules & regulations on our property will be permitted. Action will be taken to end any such gatherings.
- Housekeeping - 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.



Food & Beverage Services

In compliance with new adjusted regulations, sit-down meals are currently permitted. Our Chef's A' la Carte menu is available for in-restaurant dining.

The Hotel has put the following meal options in place during this lockdown period:

- **Breakfast – 07h00 to 10h00 (daily).** Our main reception will advise on menu option and the selected food outlet
- **Light Meals available from 12h00 – 21h00 – Last food orders at 20h00 – 20h30** (contact main reception for the selected food outlet)
- **Dinner – 18h00 to 21h00 daily (under current Level 3).** With restaurant closure at 21h00.
- Should restaurant/venue numbers exceed the limit, guests will be informed of specific seating times (timeslots) or allocated seating space in designated areas to avoid overcrowding.
- Queuing systems are in place to ensure that there is no less than 1.5m between people
- Under Current level 3 guests are allowed to dine in our restaurants subject to Covid Venue capacity rules & restrictions. We are not offering Room Service, however you are welcome to self order from our menu & self collect the food from our Food outlet as a Take-out for consumption in the safe confines of your private accommodation (room).

BEVERAGES - As an onsite consumption licensee, alcoholic beverages will be served from 10h00 until 20h00 daily (last rounds at 19h30 due to restrictions). Bar Closure Strictly at 20h00.

POSSIBLE SERVICE DELAYS - Kindly note that we are currently staffing according to Covid protocols with social distancing and safety in mind. Please bear with us should there be any delays in service. We appreciate your patience and understanding!



Meetings, Conferences, Events

- Strict limits to 50% of meeting venue capacity and 1.5m distancing between delegates will be maintained (No more than 50 pax indoors)
- 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.



Assistance & Afterhours

- **Our main hotel reception will close latest at 20h00** daily and reopen 06h00 the following day. For Afterhours assistance, dial the security extension 2327 from your in-room telephone or 083 417 6819 for extreme emergencies.
- Additional Day visitors will not be permitted unless by prior arrangement and will be subjected to our Covid screening procedures upon arrival.



Final Note from Management

We thank you for your understanding and cooperation as we navigate the transition to a 'new normal' under Current 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!

We would love to hear from you

CONTACT US ON 011 668 1600

LEISURE BOOKINGS: reservations@glenburn.co.za

WEDDINGS & FUNCTIONS: weddings@glenburn.co.za

CONFERENCES: conference@glenburn.co.za

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