

### **OUR STAFF**

We believe prevention in a hotel environment depends predominantly on the education as well as implementation of these Covid-19 safety protocols by the staff.



THE DEPARTMENT OF HEALTH AS WELL AS THE WHO.





All staff are required to have their temperatures taken and recorded daily as well as complete the screening questionnaire. To lessen the movement of people on the property, 90% of our staff are sleep in staff.







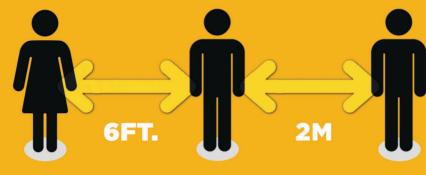


Awareness & Education signage regarding Covid-19 and its preventative measures are displayed throughout the property for both guests and employees.

All staff are encouraged to wash hands and sanitize regularly as well as wear their protective gear.



# **SOCIAL DISTANCING & PUBLIC AREAS**





Please adhere to minimum social distance at all times!



All public areas are demarcated to maintain social distancing and hand sanitizers are placed all around the public areas as we encourage both guests and staff to make use of the hand sanitizers. All high volume movement areas are cleaned and sanitized regularly using commercial grade disinfectants.

## CHECK-IN PROCEDURE



A face mask or shield is required to be worn by the guest checking in.





A hand sanitizing station is available at reception that guests are required to make us of.





The guest is required to complete a guest screening questionnaire as well as have their temperature taken and recorded.



Should the temperature exceed 37.5°C the guest will not be checked in.





table seating and movement within the restaurant.

hotel room instead of the restaurant.

#### YOU CAN REST... ...assured that your hotel

room has been cleaned thoroughly as well as sanitized Commercial grade disinfectant and

cleaning materials are used throughout the hotel. High contact points and surfaces including door handles, taps, toilets, railings ect are cleaned at regular intervals.

# As there are continuous amendments to the Lockdown level procedures and

FOOD&BEVERAGE

protocols, we as The Lakes Hotel & Conference Centre also amend our procedures and protocols accordingly, such as the number of guests allowed in our restaurants. the serving of alcohol as well as the operating times. We follow all the restrictions accordingly and have allowed ample spacing between

Furthermore guests can opt for Room Service should they prefer to dine in their



safety protocols please do not hesitate to contact us.

Wast to **UPDATES IN COVID-19 PROTOCOLS** 

As we are in a constant evolving situation with amendments regarding rules. regulations and protocols regarding the Covid-19 pandemic, rest assured we will follow and implement all updated guidelines set forth by government and the WHO.

Should you have any questions or need further information regarding our Covid-19



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