

## WE ARE TAKING EVERY MEASURE TO KEEP OUR GUESTS SAFE.

DURING THESE DIFFICULT AND TRYING TIMES OF THIS GLOBAL PANDEMIC OF COVID 19 WE AS THE LAKES HOTEL & CONFERENCE CENTRE HAVE AMENDED ALL OF OUR HEALTH AND SAFETY PROTOCOLS TO ALIGN WITH THE GUIDELINES SET FORTH BY THE DEPARTMENT OF HEALTH AS WELL AS THE WHO.

### 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.



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 use 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.



### ROOM HYGIENE



### 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.

### FOOD&BEVERAGE

As there are continuous amendments to the Lockdown level procedures and 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 table seating and movement within the restaurant.

Furthermore guests can opt for Room Service should they prefer to dine in their hotel room instead of the restaurant.

### CONFERRING

Our large conference venues are used for our smaller conference groups so as to have ample spacing between conferencing delegates. We follow all government restrictions regarding the number of delegates allowed to conference in one venue.

All conference venues are supplied with hand sanitizing stations. All tea breaks are manned by conferencing employees to minimize touching of coffee machines and other items and all conferencing snacks are individually plated and wrapped for extra personal hygiene.

### 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 safety protocols please do not hesitate to contact us.

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