



VILLA AFRIKANA
★★★★★ GUEST SUITES

THEBLOEM
★★★★★ GUEST SUITES

KNYSNA PARADISE COLLECTION

COVID-19 – PREVENTION PROCEDURES

Knysna, June 07, 2020

Dear Partner, Dear Guests,

As it has always been at Knysna Paradise Collection home to Villa Afrikana Guests Suites and THEBLOEM Guest Suites, the safety and security of our guests and staff members remains our highest priority without compromising the quality of your stay with us. Building upon our already high standards of cleanliness and hygiene, we have taken additional measures as recommended by our local public health authorities and the World Health Organization.

- We have made available easy accessible eco-friendly, hospital-grade hand sanitizers and masks all throughout our public areas and Guest accommodations.
- We have increased the frequency of cleaning with extra attention paid to the sanitation of:
 - ✓ High touch areas such as light / fan switches, remote controls, door handles, door keys, window sills, window handles, high back chairs, table tops and vacuum cleaners
 - ✓ Bathroom amenities such as bathtubs, sinks, shower doors and hairdryers
 - ✓ Food & beverage preparation areas such as counters and equipment.
- We have reduced paper amenities like pads and guest directories in all suites.
- We have introduced disposable Guest Bathrooms amenities like soap, conditioner and shampoo.
- We have outsourced the washing of all our bed linen and bathroom towels to a reputable Laundry that adheres to the highest environmental & washing practices.
- We have re-arranged our seating in public and breakfast areas to promote social distancing.
- We continue to adjust our in house services and procedures in accordance with current safety recommendations.
- We continue to monitor and screen our Staff for signs and symptoms of COVID19.
- We continue to train our Staff in best and safe hygiene global practises as well as to recognize signs and symptoms of a COVID19 infection.
- We pledge, at all times, to disclose and share with our Guests our ongoing COVID19 prevention procedures and reporting.

We are looking forward to welcome you at Knysna Paradise Collection

**Rossano Giunti & Bianca Giunti-Ackermann,
Owners and Managers of Knysna “Paradise” Collection**

(Together we have logged more than 40 years of knowledge in the hospitality and travel industries internationally) **We speak English – Afrikaans – Italian**