



# POST COVID-19 SANITARY PROTOCOL GUEST JOURNEY

GUEST CARE

*Lindiwe Care*

GUEST CARE



POST COVID-19  
SANITARY PROTOCOL GUEST JOURNEY

# WE STILL HAVE A WORLD TO SEE

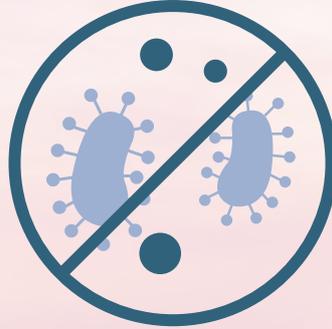
*At Lindiwe Safari Lodge we care for each guest's comfort and safety. To welcome back our guests in a safe environment, we have adapted our health and safety procedures to the requirements brought with COVID 19 and enhanced our disinfection protocol in all our public areas and rooms.*



# POST COVID 19



## SAFETY



## SANITIZATION



## SUSTAINABILITY

**Hand Hygiene:**  
Proper and frequent handwashing is vital to help combat the spread of viruses.

**Ongoing Training:**  
In addition to training on housekeeping and hygiene protocols, Lindiwe Safari Lodge is also completing enhanced COVID-19 awareness training.

**Real Time Information:**  
Every new information regarding government policies will immediately in place.

**Guest Rooms:**  
Hotel use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.

**Public Spaces:**  
Hotel have increased the frequency of cleaning and disinfecting in public spaces, with a focus on the counter at the front desk, door handles, room keys.

The COVID-19 outcome reminds us how essential it is to manage sustainably all the natural and cultural resources that define our destination main assets. We have establish a strategy for the conservation of our natural and cultural heritage, considering these as a main source for sustainable development.



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*Lindiwe Safari Lodge is located on wide and spacious property and surrounded by unspoiled bush to assure you peace of mind.*

© Serge MARIZY

## SUNCARE GUEST JOURNEY - SANITARY PROTOCOL



### CHECK IN /CHECK OUT

- Temperature Check of guest and record upon arrival.



### LUGGAGE HANDLING

- We will wear appropriate protective washable gloves when on duty.



### PAYMENT

- Contactless or touch and pay credit card machine cleaned and disinfected after each use.



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## ROOM

- Each room and minibar deep cleaned and disinfected prior any arrival
- Guest having option for no room cleaning during stay.
- If guest opts for cleaning of room during stay, Housekeeping conducts cleaning and disinfection of room and particular attention to high-touch items as per attached
- cleaning matrix



**Switches**  
Lights, lamps



**Remote Controls**



**Mini Bar and Kettle**



**Handles**  
Doors, closets, drawers



**Bedsides Tables**



**Cutlery / Glassware / Ice Bucket**



**Bathroom handles**  
Toilet flush, shower control, sink faucets



**Toilets**  
Seats, splash walls



**Safe Deposit Box**  
Handle, buttons



## RESTAURANT AND BAR

- Temperature check of guests at Breakfast (using thermographic thermometer) and dinner.
- Baby high chairs sanitized and plastic-wrapped.



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