

# THE THATCH HOUSE

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## BOUTIQUE HOTEL

HERMANUS . SOUTH AFRICA

Dear Valued Guest,

The well-being of our guests and team has always been, and always will be, our primary concern.

We are closely monitoring the Coronavirus (Covid-19) developments and will continue to prioritise the well-being of our guests and employees. We are aware of the latest travel advice issued by government agencies and are monitoring all updates issued by the World Health Organization (WHO) and the Centres for Disease Control (CDC).

We have always employed stringent sanitation procedures at The Thatch House Hotel, and we understand that it is imperative for us to take extraordinary measures to stay healthy and respond to new requirements and expectations.

Every member of our team has been provided with training on sanitation and physical distancing protocols, with more comprehensive instruction given to guest-facing staff and our housekeeping team.

In light of COVID-19, our long-established stringent cleaning procedures have been enhanced to take into account recommendations from WHO and CDC covering everything from hand washing hygiene and cleaning product accreditations to the cleaning protocols adopted in every area of the hotel.

Public areas of the hotel will be reconfigured and adjusted to allow for physical distancing wherever possible and all guests will be advised to practise the suggested 1.5m physical distancing.

We are extremely proud of the relationships we enjoy with each of our guests and our travel industry partners around the world, and we are sincerely looking forward to warmly welcoming you back to our beautiful hotel.

Your sincerely

Terry Smit

General Manager

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Frequently asked questions:

Are there any changes to check-in or checkout?

Our check-in/checkout times remain the same, however we will try our best to accommodate early check-in requests to reduce wait times and accommodate travel schedules. We will also be offering our guests the opportunity to check-in/out and pre-pay online to avoid unnecessary wait times at the hotel.

Do I need to wear a mask?

Appropriate PPE will be worn by all employees and in adherence to any government or local regulations and guidance. Guests are required to wear a mask in public areas of the hotel unless you are eating or drinking. We provide each guest suite with hand sanitizer. Hand sanitizers are also placed at key guest and employee entrances and contact areas throughout the hotel and we will be conducting temperature checks for all staff and guests on arrival at the hotel.

Are there any changes to my room?

All bed linen and toweling will be washed at high temperature in accordance with latest guidelines. Daily turndown service will be available at the guests' request. Complimentary bottled water will continue to be provided in the room.

What additional cleaning protocols are being introduced?

Industry leading cleaning and sanitizing protocols are used to clean guest facilities, with particular attention paid to high-touch items including television remote controls, toilet seats and handles, door, and furniture handles, taps, nightstands, light switches etc.. The Suites are also sanitized with a thermal non-toxic fogging spray before new guests check in.

Will the restaurant facilities be open?

Yes, restaurant facilities will be open and appropriate changes to seating will be made to accommodate physical distancing.

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What is The Thatch House cancelation Policy?

Should any government authority restrict any cross-border travel, The Thatch House will offer a travel voucher which will be valid for travel up to 31 December 2021. The value of the voucher will be at the same rate and for the same room class originally booked. Alternatively, a guest may cancel a reservation and request a penalty free refund.

Should the South African government or any local South African authority forbid entry or travel into South Africa or a particular City or Town, we will offer guests booked a voucher valid for travel until 31 December 2021 and honour the same room rate OR we will cancel a reservation and refund without any penalty.

In the event of a guest or anyone in their travel party contracting covid or coming into contact with anyone who has Covid-19 before an upcoming stay, we would gladly assist with postponing your stay, subject to availability on the new date. We will however not be able to refund any cancelled bookings and urge our guests to consider comprehensive travel insurance for all confirmed bookings at The Thatch House.