



SCHULPHOEK HOUSE

HERMANUS • SOUTH AFRICA • ESTABLISHED 1999

COVID-19 SAFETY MEASURES



WELCOME BACK

WE ARE PREPARING TO WELCOME GUESTS BACK BY MAKING CHANGES TO THE WAY WE PROVIDE SERVICES.

Standard Operating Procedures (SOPs) are in place in line with TBCSA to ensure that we provide the safest possible environment for our guests and staff.

We are dedicated to delivering service excellence in the safest possible environment with the local flair of South African hospitality.



GUEST ARRIVAL & WELCOME



Check-in is available on-line, alternatively guests will be required to complete a check-in form upon arrival.

We prefer guests use their own pen, or we can provide a clean pen.



Check-out is available on-line, alternatively guests will be required to check-out at Front of House.

We prefer guests use their own pen, or we can provide a clean pen.



Guests may enter their passport details and photos On-line. Alternatively passports need to be available at Check-In.



On arrival guests sanitize their hands and have their temperature checked.



Hand-washing facilities with single-use paper towels are provided in public areas.



Staff wear face masks and interact with guests from a safe distance. Guests are required to wear masks in public areas.



Staff discuss safety and hygiene protocol during their stay.



Served in the comfort of the guest's room.



Guest's luggage is sanitized and taken to the room by staff wearing a mask and gloves



Available for purchase at Front of House.

DINING ROOM

Breakfast, lunch and dinner

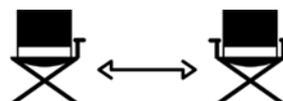


Sanitizer stations are placed in critical areas.

Guests are required to use a sanitiser before entering and when exiting a public area.



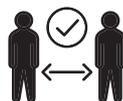
Guests are required to have their temperature measured every morning before entering a public area. Any temperature outside the normal range (above +38°C) requires action to be taken.



Two guests per table, unless a travelling group of more than two has been confirmed at the welcome briefing.



All meals are ala carte and made to order. Leather menu holders are sanitized before and after use.



Staff are trained to maintain a safe distance of 1.5 meters and have minimal contact with the guests. Staff wear face masks at all times, and gloves when handling food.

Designated staff will take orders, serve the meal and handle all utensils.



All surfaces, utensils and equipment are sanitized regularly. Staff sanitize their hands when entering and exiting the kitchen.

T: +27 (0)28 316 2626 | **F:** +27 (0)28 316 2627 | **M:** +27 (0)83 346 0695 | **E:** stay@schulphoek.co.za

ENTRANCE: 181 Piet Retief Crescent, Sandbaai, Hermanus, Western Cape, South Africa

GPS CO-ORDINATES: 34 25' 36.41" S - 19 12' 01.57" E

VAT NUMBER: 4730178862 | **REGISTRATION NUMBER:** 97/00468/07

COURTESY VEHICLE

Pick up point and time should be arranged with the Front of House before leaving.



A maximum of two persons will be permitted in the vehicle.



The driver is required to wear a mask and gloves.



Guests are required to wear face masks.



Hand sanitizer is available and must be used before entering the vehicle.

HOUSEKEEPING

Guest rooms are thoroughly cleaned with the following measures in place.



Guests can advise on check-in if they wish to minimize housekeeping to avoid interaction with staff.



All housekeeping staff wear face masks and gloves while cleaning and use disinfectants on all surfaces and door handles. This will be carried out twice a day; in the morning when preparing rooms and in the evening during turndown (optional).



Each room will undergo a deep clean between checkout and the next guest check-in.



Spare blankets and pillows available on request. Mini-bars are empty. Guests can request stock on arrival.



Rooms are sterilized and rested - left unoccupied for a day, whenever possible, between guests.

LAUNDRY

Our laundry service has the follow measures in place



Laundry staff wear face masks and gloves when handling laundry. Only authorised staff to handle laundry.



Bed sheets and towels will not be replaced every day, unless guests specifically request this service.



Laundry is equipped with professional washing machines and dryers. Bedding and towels are washed and ironed on the hottest cycle. Laundry room is sanitized regularly.



Guest laundry is sent off the property to an accredited Laundry Company.

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COMMUNAL AREAS

We have the following measures in place to protect staff and guests



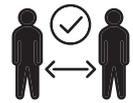
Hand sanitizers available throughout the property.



Soap and individual paper towels available in public restrooms.



A staff member is assigned to regular sanitizing of surfaces, including door handles, railings, counters in public areas.



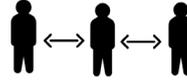
Social distancing rules apply and tables are arranged accordingly. Seating times are staggered to accommodate guests.



Waiters wear masks and gloves.



Swimming pool water is monitored to maintain a PH level between 6.8 and 7.4



Guests are encouraged to practice social distancing in all public areas.

SPA

Should our spa be operational the following measures will be in place



Guests are required to shower before and after a treatment.



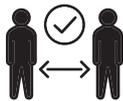
Masseuse will thoroughly wash hands before and after treatment, wear a face mask throughout the treatment and change uniform after a session.



Spa is sanitized between each session and linen changed.



Only back, neck and leg treatments permitted.



Social distancing is implemented as far as possible.

STAFF

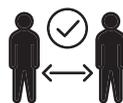
The following measures are in place



Staff are trained with new standard operating procedures and received up-to-date facts about Covid-19.



Staff are educated with proper hygiene practices.



Staff practice social distancing with other staff and guests to avoid direct contact.



All staff have their temperature monitored prior to commencing their shift.



Staff regularly wash their hands with soap and water. Sanitizer is used before entering and when leaving public areas.



Staff are provided with face masks and gloves for use throughout their shifts.



Staff meal times are staggered to ensure social distancing.