**Health & Cleanliness protocol Lily Pond Country Lodge July 2020.**

**General:**

As soon our staff returns to work, they will be trained on the various hygiene and sanitation protocols we have rewritten. From opening again and receiving guests an ongoing training will be provided as the situation evolves. Our staff awareness is an aspect that is essential for the effective implementation of our protocols as it ensures that they are protected as well as our guests. Every staff member is temperature tested and screened before they are deemed to be clear and ready to safely engage with our guests. Each guest will also be temperature screened in a non-invasive and safe manner to ensure the health and safety of all our people.

Hygiene protocols as well as any incident reporting information will be clearly available in all rooms and communal areas for our guests as well as for our staff. To alleviate the risk of transmission, continuous and stringent social distancing etiquette will be implemented between guest and staff to reduce person-to- person contact.

**Cleaning & housekeeping:**

Deep cleaning standards and sanitation stations are availableforrooms, suites, common areas, meeting areas, front desks, kitchens, restaurant, breakfast area and lounge as well as back-of-house areas.

High-touch surface areas will be further enhanced by the increased frequency of cleaning protocols on all surface areas. Housekeeping hygiene standardshave been enhanced including linen that will be washed at between 40- and 60-degrees to effectively destroy bacteria.

**Check-ins:**

We (the owners) as well as our receptionist are aware of keeping social distance and a foot sanitizer is available at the desk. The receptionist is made responsible for the health and cleanliness procedure of the reception area as well as all other common areas.

**Breakfast area and restaurant:**

* We have reconfigured our already spacious seating with more than 1.5-meter distance between each table. Chalkboards or other display mechanisms will be used to communicate menus thereby ensuring no contact with paper-based menus.
* A la carte breakfast is served and extra stations available to avoid close contact of each guest.
* Our new set up is to ensure an uncompromised dining service with minimal contact and adherence to the safety and hygiene regulations.

We care about the health and safety of every guest and staff member who enters our doors. Your wellbeing has and will always be our utmost priority and are fully committed to your protection without compromising the quality of experience when you stay with us.

**Niels & Margret Hendriks, Owners/managers**