



The Standard Operating Procedures at Onsea House & Machweo Retreat have been updated in line with National SOP's for the Management of Covid-19 in the tourism business operations and will remain operational until no more measures are required.

- **ARRIVAL & CHECK-IN**

**Our guests will still enjoy a warm welcome experience;**

- On arrival, guests will be required to use the provided hand sanitizer and have their temperature monitored
- Fresh welcome towels will be provided at reception on arrival and our staff will not touch them by hand
- Our staff will be wearing masks and interaction with guests will be contactless and from a safe distance unless guests indicate that they prefer staff not to wear masks.
- Guests' registration forms will be provided to guests as usual. We prefer guests to use their own pens or we can provide a clean pen for use.
- Welcome drinks will be served from a tray without contact and guests are to maintain a safe distance
- The welcome briefing to guests will include details of our safety and hygiene measures in place and what is required of guests during their stay (Including the use of hand sanitizers, washing hands and keeping safe distance with other guests)
- Guests' luggage will be disinfected and taken to the room by staff wearing gloves

- **RESTAURANT**

**For a perfect dining experience, the following measures are in place;**

- Guests will be required to use provided hand wash and sanitizer
- Only 2 guests per table is permitted, unless it a group of more than 2 pax travelling together.
- One waiter will be allocated per table to take order, serve meal and handle any utensils.
- All meals will be cooked to order and served plated, not family or buffet style.
- Socially distanced dining tables
- Open air seating always available
- Staff required to regularly wash hands
- Tables disinfected between guests
- Sanitized menus
- Contactless ordering

- Contactless payment
- Paid stay-at-home policy for staff with symptoms
- Bookings & call-ahead seating only for outside bookings
  
- **ROOM CLEANING**  
**Rooms will be thoroughly cleaned with the following procedures in place;**
  - Guests can advise on check-in if they wish to minimize interaction
  - Each room will undergo a deep clean between guest check out and next guest check in
  - All housekeeping staff will wear face masks and gloves while cleaning the rooms and use disinfectant for cleaning surfaces and door handles.
  
- **LAUNDRY**  
**Laundry services will continue with following procedures;**
  - Our laundry staff will wear face mask and gloves when handling laundry and only authorized staff are to handle the laundry
  - All laundry/ linen will be sanitized in high temperature wash
  - Bed sheets will not be replaced every day, as per our eco- friendly system, unless guests specifically request this service
  - All linen will be ironed
  
- **SPA**  
**Our Spa is operational;**
  - Spa therapist will thoroughly wash hands before and after treatment, wear a face mask throughout the treatment.
  - Guests are required to shower before and after treatment
  - The Spa will be sanitized between each session and linen changed
  
- **STAFF**  
**We do have the following measures in place to protect our staff and guests;**
  - All staff have their temperature monitored prior to commencing work, leaving work place and at the entrance gate.
  - Staff have been educated on proper hygiene practices such as coughing into the elbow
  - Staff have been provided with multiple face masks and gloves for use throughout their shifts
  - Staff will regularly wash their hands with soap and running water, especially when arriving and leaving main areas, and will be require to use provided hand sanitation.
  - Staff will practice social distancing with other staff and guests and avoid direct contact including shaking hands
  - There is a dedicated Covid-19 Liaison officer at our property