

Batavia

~STELLENBOSCH~

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Covid-19

We at Batavia Boutique Hotel in Stellenbosch are implementing extra safety and hygienic precautions to fight Covid-19. To be **pro-active** is the responsible thing to do. It is a **very serious** matter and, as a result, we are taking these measures to safeguard both guests as well as our loyal staff within the parameters of Government directives.

We have decided to share with you our COVID-19 protocol until everything is completely back to normal again.

The protocol includes but is not limited to:

1. **Screening of guests on arrival** has become necessary in accordance with the national state of disaster pronounced by President Cyril Ramaphosa on 15 March 2020. Therefore:
 - All guests entering the property will be required to sanitize their hands.
 - Complete and sign a questionnaire regarding Covid-19 symptoms and signs.
 - Allow their temperature to be scanned with a thermal scanner.
 - If guests are asymptomatic and their temperature in normal range they can proceed to check-in.
2. **Educating staff** (ongoing)
 - What the virus is.
 - Ways of transmission.
 - Symptoms and signs to look out for.
 - Daily measures to prevent contamination and spread of the virus in personal, operational, and guest spaces.
3. **Staff hand sanitizer** (70% alcohol based)
 - Will be available throughout the property.
4. **Guest hand sanitizers** (70% alcohol based)
 - Are placed in easy reach of guests in public areas with a notice encouraging regular use.
 - Rooms
5. **Maintaining a safe distance**
 - Between tables in our restaurant.

Fire and Glory Investments (Pty) Ltd

Directors: A De Bod, R De Bod, B De Bod, M De Bod



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6. Regular routine cleaning

- All public areas such as restrooms, breakfast area, tabletops, counters, handrails, doorknobs, front desk surfaces are wiped down on a regular routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses.

7. Protective wear such as protective gloves and facemasks are issued to staff on duty.

8. Avoiding close contact with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the hotel's general manager for further action to take place, such as contacting the NICD hotline.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. **The NICD hotline number is 080 002 9999.**

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease.

We thank you for choosing to stay at Batavia Boutique Hotel and look forward to welcoming all our clients back.

Stay safe, this too shall pass.

Best regards.

Batavia team

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