

## COVID-19 PROTOCOL

- The Kelway Hotel has designed and implemented a COVID-19 protocol according to guidelines set out by WHO, NICD and DoH to ensure that we take all necessary measures to safeguard all our guests, visitors, clients and staff.
- All owners, managers and staff of The Kelway Hotel have signed a pledge that they have been trained and will adhere to these protocols.
- We have created a COVID-19 health and safety team with a designated H&S Officer. This person and his/her team will be responsible for risk assessments of all aspects of the operation and safety of all staff and guests on the premises.
- All guests, visitors and clients will be required to complete a Medical and Travel declaration on arrival. No guests, visitors and clients will be allowed access if the declaration is not completed.
- All guests, visitors and clients temperatures will be taken on arrival as well as upon entering the bar, restaurant and conference facilities. If any guests, visitors and clients measure a temperature above 37,5°C the appropriate actions will be taken.
- The Kelway Hotel has sufficient and easy to understand signage in all areas to explain the health & safety procedures and COVID-19 protocols to follow.
- All staff are trained in protocol so please ask them if you are unsure or need assistance.
- All guests, visitors and clients must wear a face mask (except when eating and drinking). Masks will be on sale at reception. We want to ensure our guests and staff's safety, while also taking care of our environment. For this reason, we will only have re-usable face masks on sale.
- We would like to minimize the use of cash at both reception and all our Food and Beverage outlets. For this reason, we will email you upon making your booking, a confirmation letter with the options to do an EFT, Direct deposit or you can pay via Credit card. All credit card devices will be sanitized after each use.

## CHECK-IN PROCEDURES

- All guests need to sterilize their hands with the hand sanitizer on arrival.
- We will only be able to assist a maximum of two check-ins at a time.
- All guests must wear a face mask at check-in. If you do not have one, face masks will be on sale.
- Please adhere to social distancing at check-in and follow the signage.
- Registration cards and medical and travel status questionnaire to be completed by each guest (including members of a tour group).
- Temperatures of each guest will be taken and recorded. If a guest registers a temperature above 37.5°C the designated safety officer will be informed, and the appropriate actions will be taken.

- Key cards will be sanitized and placed into plastic sleeves.
- If you require assistance with your luggage, we will need to sanitize it before handling. Alternatively, you can carry your own luggage.
- All public areas, restaurant and bar areas are cleaned and sanitized every 2 hours (including handrails, lift buttons and switches). All public areas will also be defogged at night with a QAC disinfectant that kills bacteria, germs and is food safe.

## SANITATION AND CLEANING OF ROOMS

- All rooms will be cleaned after check-out with a QAC disinfectant that is food safe as well as defogged to ensure that rooms are thoroughly sanitized.
- Housekeeping teams have been trained in all aspects of sanitizing and cleaning to ensure that your rooms are thoroughly cleaned. They will all wear protective gear to ensure your and their safety. Each room will be cleaned with a new set of cleaning cloths, that will be sealed and cleaned after use.
- We will only clean your room during your stay if you request it. Staff will not be allowed to clean your room while occupied. Please inform reception if you would like your room cleaned.
- We will only supply one set of towels and pillow per guest occupying the rooms. If you need extra towels or pillows, please contact reception. This allows us to wash all towels and linen after check-out, while still saving valuable resources.

## RESTAURANT AND BAR

- Please note no guests will be allowed access to the Restaurant and Bar area without a face mask/visor. If you do not have one you can purchase a re-usable face mask at reception.
- Menus will be on display on our black boards and notice boards. Alternatively, you can view the menus on your smart phone or tablet by scanning the QR codes on display.
- All meals are available as room service at an additional cost of R30 per meal.
- Breakfast can be consumed in the Restaurant or as Room Service.
- Staff will be dishing up all breakfast items, no guests will be allowed to serve themselves. All service staff will always be wearing the appropriate PPE.
- Please always follow service staff instructions and adhere to safe social distancing while in the Restaurant.
- Service staff will only clear your table once you have vacated the table.
- Service staff will place your room service tray outside your door and then knock to indicate your order is ready. Once you have finished your meal you will be required to place your tray into a plastic bag and leave it outside your door. Please contact reception to collect your tray when outside the door. Staff will not be allowed to enter your room with orders while it is occupied.

## CHECK-OUT

- Please ensure that you check-out before 10h30 to ensure we have sufficient time to clean the rooms for the next guests.
- Payment can be done at reception with a credit card. All credit card devices will be sanitized after each use.
- If you require assistance with your luggage, we will need to sanitize all your luggage.
- We can only assist a maximum of 2 guests on check-out. We therefore ask that you please give yourself enough time for check-out.
- Please always adhere to social distancing protocols.

## TRANSPORT/TRANSFERS

- We can arrange transfers for you on your behalf.
- Please take note that we will need to share your medical and travel status declaration with the company used. If you are using the transport from the airport, you will need to complete their medical and travel declaration when collected at the airport. Your temperature will also be taken and recorded before entering the vehicle.
- You always need to wear a mask/visor while in the vehicle.
- Luggage needs to be sanitized before being placed into the vehicle.

## MEDICAL AND TRAVEL DECLARATION

Name : \_\_\_\_\_ Surname : \_\_\_\_\_

ID/Passport number : \_\_\_\_\_ Contact number : \_\_\_\_\_

Emergency number : \_\_\_\_\_ Temperature reading : \_\_\_\_\_

Are you feeling generally well? Yes  No

If no, do you have any of the following symptoms:

Cough Yes  No  Sore throat Yes  No

Fever/chills Yes  No  Shortness of breath Yes  No

Have you travelled internationally in the last 30 days? Yes  No

If yes:

Which countries have you visited? \_\_\_\_\_ Date: \_\_\_\_\_

In the last 14 days, to your knowledge have you been in close contact with anyone that tested positive for COVID-19 or is waiting for a test result? Yes  No

Have you visited a facility that treats COVID-19 patients in the last 14 days? Yes  No

Guest Signature: \_\_\_\_\_ Date: \_\_\_\_\_