



## Health and Safety Protocols

March 2022

The unprecedented COVID-19 pandemic is testing the resilience of our people and, in true South African spirit, we are demonstrating through acts of kindness, innovation, and adaptability. #HereForYou

Your safety is our concern. While everything may have changed, some things stay the same, and guests can rest assured that your safety remains our absolute priority. Extensive COVID-19 protocols have been implemented for the safety of both guests and staff alike.

We embrace the guidelines and hygiene policies of the World Health Organisation (WHO), the South African Department of Health (NDoH), and the National Institute for Communicable Diseases (NICD).

The following protocol is mandatory according to Government regulations and will be strictly adhered to at our hotels:

### Check-in process

- To protect our guests and staff and to prevent a potentially high-risk person from entering the hotel, guests are required to be screened on arrival, which includes:
  - Completing and signing a questionnaire as specified by the regulations
  - Allowing their temperature to be scanned with a thermal scanner
  - If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in. If a guest's temperature is high (the actual temperature at screening should not exceed 37.5°C) and/or they have symptoms of the virus they will not be allowed to check-in
- All staff have received training on COVID-19 preventative measures and hygiene protocols
- Educational signage is displayed for both staff and guests
- Staff are provided with personal protective equipment (PPE) in line with regulations, along with additional hygiene resources
- Biohazard boxes are provided for the safe disposal of PPE as required
- Increased sanitising and disinfecting practices (over and above our normal stringent cleaning protocols)
- Public social distancing, demarcated areas, physical barriers where necessary and PPE
- Sanitisation of high touch points, increased deep cleaning and pest control
- Staff member's temperatures are checked and recorded as they arrive at the workplace and report for duty



## Food and beverage delivery

To further ensure the safety of our guests, our food and beverage delivery has been amended in accordance with health protocols to ensure that we adhere to the social distancing requirements and regulations relating to the Disaster Management Act.

## Access controls

- Temperatures of guests are recorded, and guests are required to complete screening questionnaires when entering the hotel
- Mandatory use of face masks for all guests, visitors and staff when indoors

- Children's care facilities in hotels that offer this service remain closed. Babysitting services not available at this time

## Social distancing

- Queuing systems are in place to ensure that there is no less than 1 metre between people
- No activity is allowed that encourages crowd gatherings
- Dining facilities, are restricted to maximum numbers as outlined in the Government Gazette, with social distancing measures in place. In-room dining is encouraged wherever possible
- There are capacity restrictions on the number of passengers in elevators to ensure social distancing

---

## Return to conferencing with a difference

- Delegates will be required to exercise increased sanitising and disinfecting practices
- Delegates are required to wear masks indoors
- Seating will be spread out to ensure that 1 metre social distancing is maintained
- The number of delegates in any venue must not exceed 50% of it's normal capacity
- Number of people is limited to 1000 persons or less in case of an indoor gathering and 2000 persons or less in case of an outdoor gathering

- Menus and service standards have been adjusted and aligned to our health and safety protocols and Government regulations
- Stationery would be available on request, pens will be sanitised prior to use

### **Please note:**

- Our offering is subject to change in line with relevant regulations

While our service may be affected during this time as we comply with the requirements of the Disaster Management Act, you can be assured of the same warmth and hospitality you've come to expect from Tsogo Sun Hotels.

We look forward to welcoming you back.

Kindly follow us on social media for all updates and relevant information

 /tsogosun    @tsogosun    @tsogosun

  
**TSOGO SUN**  
HOTELS

tsogosun.com