



Dear guests,

While a welcoming home-away-from-home stay is always our goal, currently we're extremely mindful of the world-wide focus on the Novel Coronavirus - COVID-19. We take our responsibility with COVID-19 very seriously and follow strict precaution and preventative guidelines set out by the WTTC (World Tourism and Travel Council), the WHO (World Health Organisation) and the TBCSA (Tourism Business Council of South Africa).

As the owners of Sanddrif Guest Farm, we have undergone a specialised COVID-19 workplace training program and compiled COVID-19 best practices and processes to ensure your safety and comfort. We ask all guests to respect physical distancing, exercise personal hygiene best practices, and in accordance with direction from the World Health Organization, encourage guests to wear face masks when in public areas.

#### **GENERAL COVID-19 SAFETY MEASURES**

- All staff members and service providers are required to wear a mask.
- All staff members are tested with a non-contact thermometer before and after each shift.
- All staff members wear uniforms that have been processed with ultra-high heat cleaning on the property.
- All staff members are extensively trained in hygiene care as well as guest care.
- All public areas are cleaned as soon as there is movement or usage by guests.
- Hand sanitizer is readily available at entrances, bathrooms and guest rooms.
- We make use of extensive disinfectants that are proven to kill 99,9% of virus and bacteria on hard surfaces, all of which are disinfected throughout the day and on a regular basis.
- All deliveries to Sanddrif Guest farm are thoroughly sanitised to ensure that no possible contamination is transferred.

#### **GUEST ARRIVAL AND CHECK-IN**

- All guests will be treated with kindness and respect during their entire stay with us, however they are to understand that we are doing everything possible to ensure the wellbeing of all persons on the property and therefore we must adhere to certain safety protocols.
- On arrival guest will be guided to a screening station which will include sanitising of guests' hands, shoes, luggage and a temperature test with a non-contact thermometer.
- Guests will be required to fill in a check-in questionnaire, confirming the state of their health their recent travel history
- Room keys have been thoroughly sanitised and will be handed to guests in a sealed bag.
- The above check-in and screening process will be handled discreetly and appropriate social distancing protocols will be adhered to.

## ROOM SERVICING

- All rooms will be serviced by following strict safety housekeeping protocols and only with the prior arrangement and consent of our guests.
- The entire room undergoes a complete sanitation and all hard touch areas i.e. surfaces, handles, taps, TV remote, light switches etc. are disinfected.
- All bed linen, towels and cleaning cloths are stripped and processed with ultra-high heat and chemical cleaning on the property to ensure the highest standard of hygienic cleanliness.
- Staff members are trained in WHO compliant cleaning practices and are allocated fixed work areas to ensure optimum hygiene and cleanliness in their specific areas. The same cleaner will also be allocated to service your room in accordance with the above mentioned hygiene protocols.
- Hand sanitizer as well as a disinfectant surface cleaner is provided in all guest rooms. Dishwashing liquid is also readily available in our self catering units.

## BREAKFAST

- Should you opt to join us for breakfast, we operate on a social distancing method and you are guaranteed a distance of at least 2m from other guests.
- Breakfast will be served per individual table and physical distancing will be practised as far as possible during service.
- Breakfast tables are set with sanitised crockery, cutlery and glassware.
- All hard surfaces will also be disinfected before and after each guest sitting; this includes the seating and table.
- All shopping, preparation of food and cooking is done by the owners. Our kitchen operates under the highest hygiene standards ensuring that your food will always be prepared safely.
- Should the weather permit, breakfast will be served in our beautiful garden.

Please note that in addition to the adoption of protocols, we support “Stellenbosch Ready” and would like our guests to know that they are the centre of our efforts to ensure a safe, welcoming and responsible environment.

Friendly regards,  
Charlotte and Ben ter Huurne

