



DERWENT HOUSE BOUTIQUE HOTEL COVID-19 PROTOCOLS

At Derwent House, we take hygiene and cleanliness very seriously; we regularly review and enhance our protocols and operating procedures in accordance with government guidelines and industry best-practice. Our health and safety measures address a broad spectrum of health and safety considerations and include everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning.

Our post Covid-19 strategy has been developed to ensure the safety and wellbeing of both guests and staff and includes the following:



CLEANING PRODUCTS AND PROTOCOLS

We work closely with our partners and suppliers to procure and use only environmentally friendly hospital-grade anti-bacterial products.

GUEST ROOMS: Rooms remain vacant for 48 hours before and after every guest stay and we are only operating 50% of our total capacity. Our upgraded cleaning protocols ensure intensive deep-cleaning and disinfecting of rooms in between guests with special focus on items such as television remotes, light switches and equipment. Rooms are also cleaned and disinfected during guests' stays (upon request) by our trained staff clad in full protective clothing.

PUBLIC AREAS: Public areas are regularly cleaned and disinfected throughout the day, with emphasis on high-contact items such as door handles, light switches and the gate. Hand sanitiser is made available to all guests in the guest room, throughout the house and on the dining tables.

BACK OF HOUSE: Cleaning and disinfecting of areas where staff work "behind the scenes" is very important to us. Special attention is given to regular sanitising of our linen room, staff room, kitchen and laundry areas and new procedures regulate the disinfection of linen and prevention of contamination in linen handling.



ON ARRIVAL . . . **Guests will be asked to sanitise hands and luggage will be sanitised before proceeding to the reception desk. In accordance with government regulations, guest temperature will be measured and a questionnaire completed assessing prior transmission risk. These measures will be implemented in as non-intrusive a manner as possible while respecting personal boundaries.**



RECEPTION: **Guests will encounter touchless check-in and transactions, front desk screens, hand sanitiser stations, sanitised registration and keys as well as paperless check-out.**



PUBLIC AREAS: **Social distancing and the wearing of masks is observed in all public areas and when interacting with staff. Increased frequency and deep cleaning of high-touch surfaces and hand sanitisers readily available in all public areas ensure a spotless and safe environment for guests.**



STAFF: **Enhanced COVID-19 awareness training and comprehensive hygiene and prevention training programs for all team members has been undertaken and compliance is rigorously monitored. Meticulous attention is given to back-of-house areas, including staff entrances, lockers, laundry, and offices. Personal Protective Equipment (PPE) (i.e. masks, visors, and gloves) for all staff as appropriate including housekeeping and kitchen team members. Staff are monitored daily for symptoms and temperature before entering the property every day and our appointed Covid-19 Compliance Officer maintains a running check on all aspects of health and safety throughout the property during the course of the day.**



FOOD & BEVERAGE: **Stringent new kitchen, food handling and service protocols are in place and the kitchen team have been extensively retrained. Our F&B team don full PPE while preparing and serving food; guests are served at the table rather than serving themselves from the buffet. Drinks from the Honesty Bar and tea & coffee station will also be served.**



SIGNAGE: Health and hygiene reminders are posted throughout the property including reminders to physically distance, wash hands and wear masks, among others.



PRIVATE HEALTHCARE: **South Africa boasts the highest standard of healthcare in Africa, with an extensive network of private doctors, specialists and clinics. Healthcare facilities and services are easily accessible nearby the hotel.**

We have also adjusted our booking terms and cancellation policies to give you flexibility and peace of mind.

For any questions, please contact us!