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Covid-19 Operating Protocols

(In accordance with recommendations of the Tourism Business Council of South Africa)

PLEASE NOTE THAT WE ARE NOT ABLE TO OPERATE NORMALLY AS A FULL-SERVICE HOTEL DUE TO COVID-19 PROTOCOLS AND UNCERTAIN GUEST NUMBERS. HOWEVER, WE WILL DO OUR BEST TO MAKE GUESTS COMFORTABLE. PLEASE BEAR WITH US IN THESE UNPRECEDENTED TIMES.

THANKS FOR YOUR CO-OPERATION

General Health and Safety Rules

Individuals are required to wear cloth masks, sanitise their hands at entrances, check-in counters and at various sanitising points on the property and to maintain social distancing on the property at all times. Completion of a health and safety form by guests on arrival will be compulsory.

We have also implemented the following necessary protocols to ensure the safety of our guests and staff.

Check-in counter/Reception

- Physical barriers will be installed, or receptionists will wear face shields/masks.
- Frequently touched objects, such as pens, will be sanitised after each use.

Luggage

- Staff will not handle guest luggage. Guests will be responsible for the movement of their own luggage. Should there be special assistance needed from our staff, please make arrangements before arrival.

Non-essential items

- We have removed non-essential decorative items to reduce surfaces.

Rooms: Our promise to guests

- All surfaces, including all appliances will be disinfected prior to guest arrivals.
- Soiled linen and towels from room changes will be removed with care and according to COvid-19 recommended protocols.
- At check-out, the room, including walls, furniture and bathroom(s), will be thoroughly cleaned and disinfected.
- Rooms may be left unoccupied for a day or more to ensure decontamination before the next check-in.
- Additional sanitising may take place where required.

Sanitation in accommodation units/rooms

- For short stays of three days/nights or less, rooms will not be serviced and linen will not be changed. Should guests require towel changes during their stay, please make arrangements at reception.
- For long duration stays, rooms will be cleaned and linen changed every four days/nights. Should guests require towel changes during their stay, please make arrangements at reception.
- In light of the above, our range of guest amenities will be expanded to include the following:
 - hand sanitiser with 70% alcohol
 - 1 x handy mop
 - 1 x mop bucket
 - 1 x broom
 - 1 x brush and pan
 - 1 x all-purpose surface spray
 - 1 x hand soap pump-dispenser
 - 2 x wiping/drying cloths
 - dishwashing liquid
- Excess cushions, throws, extra blankets, and décor items will be removed to reduce surfaces.
- Daily firewood delivery will be placed outside the rooms/units.
- Our check-out and check-in times may be amended to ensure housekeeping has sufficient time to thoroughly deep clean rooms.

Physical distancing in the hotel, restaurant & bar

- Please keep a physical distance of 1.5 metres from people and groups you are not travelling with. Furniture in common/public areas will be limited/removed to ensure physical distancing.
- Physical-distancing tape will be used at all check-in desks.
- Peak-period queueing procedures will be implemented when the number of guests exceeds capacity.
- Check-in/out counters will be re-arranged to ensure physical distancing between guests and employees.

- Waiters and staff will keep a physical distance of 1.5 meters in the restaurant and during room service.
- Reservations may be required in order to manage capacity limits in the restaurant.
- Staff will manage physical distancing at entries, waiting areas and queues.
- Food and beverage items will be placed on the table instead of handed directly to guests.
- Bars will be staffed to allow for appropriate physical distancing amongst employees, and the seating capacity will be reduced.

Hotel breakfast

- Our Hotel breakfast will change as follows to increase hygiene and cater for social distancing in the kitchen and the restaurant:
 - Cold continental items will be served in individual pre-portioned platters at the table
 - Items such as single-serve yoghurt will be served in their original packaging
 - Hot items will be available via the normal à la carte menu
 - Where possible, receptacles and single-use disposable containers will be used.
 - Hot beverages will be provided by service staff at the table
- Physical distancing at breakfast
 - Waiters and staff will keep a physical distance of 1.5 meters in the breakfast area
 - Food and beverage items will be placed on the table instead of handed directly to guests

Restaurant and bar

- Please note the following opening times of our restaurant:
 - Fridays 17h00 to 21h00
 - Saturdays 8h00 to 21h00
 - Sundays 8h00 – 16h00
 - Breakfast will be served in the restaurant on weekdays between 8h00 and 10h00
 - The restaurant will not be open for lunches or sit-down dinners during the week, due to very low guest numbers. However, room service will be available for dinner. Room service orders should be placed by 18h00. Meals will be delivered to rooms in disposable containers but can be served out by guests themselves onto crockery provided in the room. A microwave is available in the room should guests wish to warm up food. On special request or under exceptional circumstances only will the restaurant be open for dinner on weekdays, eg, if the hotel is very busy
- Please note that we are offering a slightly reduced food menu.
- Bar service:
 - Full bar service will be available during restaurant opening hours over the weekends as per above
 - On weekdays, drinks will be available at all times during the day while staff are on duty
 - Evening drinks can be ordered as room service by 18h00 on weekdays

Food and Beverage

To maintain hygiene for your health and safety and that of our staff, we have implemented the following protocols:

- Menus will be sanitised after every guest interaction.
- Any specials will be displayed on menu boards.
- Table appointments will be limited to Salt & Pepper shakers/grinders only.
- Tables, table appointments and surrounds will be wiped and sanitised before welcoming and seating the next guests.
- Additional condiments, sugars, sauces and meal accompaniments will be brought to the table in single-use, single-serve packaging where possible.
- Any additional sauces, etc should be requested from your waiter.
- Cutlery will be provided in a closed paper napkin.

- Our staff is required to wash or sanitise their hands regularly after specific activities and maintain strict hygiene.

Procedure in a suspected COVID-19 case

We have trained and appointed staff to manage suspected COVID-19 cases. Should you not feel well while on our property, please speak to our reception staff for assistance.

In the event of a suspected Covid-19 case, the following steps will be taken:

- The person will be isolated, and health authorities notified.
- Areas the person came into contact with will be isolated. If the person is a hotel guest, their room will be removed from service.
- Should the person test positive, the room and isolated areas will be decontaminated by a licensed expert.
- An investigation will be carried out in consultation with internal and external experts.
- The decision to close part of the business for deep cleaning will be based on the facts available at the time.