



# GrannyMouse

P.O. Box 22, Balgowan, 3275 / R103 Old Main Road, Balgowan, 3275

Tel: 033 234 4071 Fax: 0865 105 122

## COVID-19

**The COVID-19 protocol includes but is not limited to:**

### **Screening of guests**

On arrival has become necessary in accordance with the national state of disaster pronounced by the President. Therefore, in order to prevent any infected person from checking into the hotel guests will be required to:

- Temperatures to be scanned with a thermal scanner upon arrival

### **MASKS TO BE WORN AT ALL TIMES WHILST AROUND THE PROPERTY**

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 (actual temperature at screening should not exceed 37 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.*

### **Educating staff (ongoing)**

- On COVID 19
- Ways in which it is transmitted
- Symptoms to look out for
- Daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

### **Staff hand sanitisers (alcohol based)**

Has been established in back of house areas (such as kitchen, office, laundry, staff bathrooms) as well as front of house guest areas (such as reception desk, bars, restaurants, lounge, conference room).

### **Guest hand sanitisers (alcohol based) Issued upon arrival per person**

Plain site for guests in public areas of the hotel with a notice encouraging regular use.

### **Personal hygiene**

Always being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face;



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## **Regular routine cleaning**

All public areas such as restrooms, breakfast rooms, restaurants, table tops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular routine throughout the day

## **Guest Rooms**

All linen would only be replaced every 3<sup>rd</sup> day of room occupation. Thus 1 or 2 night stays will maintain their in-room linen for safety reasons until check out. **MEDIUM RANGE** cleaning with take place daily in assistance to keep room clean. Note this will NOT be full daily service

## **Sanitisers for security officers**

Any Guards on duty have also been issued to ensure hygiene for themselves as well as all our arriving guests.

## **Protective wear**

Protective gloves (and face masks as required) are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment

**Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the hotel's General Manager for further action to take place, such as contacting the NICD hotline.

## **Breakfast**

Serving standards have been reviewed to replace the usual buffet with a possible a la carte breakfast option presented to guests to avoid any instances of buffet contamination during this pandemic. Usual hot breakfasts are still made to order.

## **The NICD hotline number is 080 002 9999. FOR ALL STAFF AND GUESTS**

With the Virus being unpredictable, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease and thank all our Staff, Visitors and Guests for their patience and understanding.

Thank you

Kind regards

Sean Granger

General Manager