

Dear Sunbird Garden Cottage Guests,

What we do to keep you safe:

We take the safety of our employees and our guests seriously. We adhere to the industry guidelines on hygiene and sanitation as follows:

Administrative:



- Check-in and check-out will be done without contact as far as possible.
- Cash handling will be kept to a minimum as far as possible.
- Industry protocols require that we should measure your temperature with a non-contact thermometer. Random temperature scanning will be done.

Cleaning and sanitation measures:



- For your own pre-cautionary measure we promote frequent hand washing when entering the unit. Hand wash is available in each bathroom of the unit.
- Surfaces are cleaned and sanitised frequently.
- Appropriate disinfectants are used.
- Good hand hygiene is encouraged.

Room cleaning measures:



- Frequently touched surfaces are sanitised regularly.
- We ventilate all rooms during cleaning.
- All decorative pillows and bed throws are temporarily removed from all rooms to reduce exposure to touched surfaces.
- Guests staying more than 3 days: linen will be changed once a week and towels will be changed every fourth day (or on requested by guest).
- Room cleaning are reduced to every second day.

Our team is trained and protected:



- We screen our staff daily for any COVID-symptoms.
- Our staff are trained on best hygiene practices.
- The prescribed PPE is supplied to our team to safely manage their tasks.
- Social distancing is enforced between colleagues and guests. A minimum of 2m is set as a guideline. Avoid handshakes, hugs and direct contact where possible.
- A plan is in place to take care of any staff member or guest displaying COVID-19 symptoms.
- **NO UNPAID GUESTS** are allowed on the premises without prior arrangement with Management

Thank you for your understanding and support in this regard.

Warm regards,

Werner and Estelle Bruhns

0833576566 / 0827867482

www.sunbirdgardencottage.org.za