



## COVID-19 Statement

Dear Guest,

Please find the following additional information regarding the onsite precautions taken at 5 Mountains Lodge.

- **Our inhouse Registered Nurse** Erica Oliemans, Practice Number: 0890758 oversees and trains all our staff to be 100% Covid 19 compliant.
- **All staff undergo a screening test**, including temperature screening before they can start their shift. Erica will ensure they have access to Personal Protective Equipment 24/7.
- **Sanitisers and Disinfectant are available everywhere** on the property and are always in stock.
- **We care about your privacy and have a Covid 19 Isolation room**, available to you, if you show any signs or symptoms.
- **We also offer Covid 19 testing** as a private clinic, results within 24 hours, please ask for further details if this is of interest to you.

Please find our Covid 19 Protocol together with our Precaution and Compliance information sheets on the following pages.

We really do care about your health and safety.

Kind Regards,

*Roger Youngs*

Mr Roger Youngs  
Proprietor, 5 Mountains Lodge



## COVID-19 protocol

**Screening of guests** on arrival has become necessary in accordance with the national state of disaster pronounced by President Cyril Ramaphosa on 15 March 2020. Therefore, in order to prevent an infected person from checking into the lodge guests will be required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

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 37.5 degrees Celsius) and/or they have symptoms of the virus they will not be allowed to check-in and will be referred to a medical facility.

**Check-In:** All items on the front desk and the receptionists hands are sanitised between check-in's. Guests are required to sanitise hands and credit cards, prior to interaction.

**Social Distancing:** Social distancing protocols must be adhered to during this time.

**Guest hand sanitisers** are placed in easy reach of guests in public areas of the lodge with a notice encouraging regular use.

**Staff hand sanitisers** have been rolled out in back of house areas (such as kitchen, office, laundry and bathrooms) as well as front of house guest areas (such as reception desk, bar, dining area and lounge).

**Personal hygiene** is 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;

**Food and Beverages** will still be offered, all orders will be served to the guests cottage. Main building dining facilities are closed until further notice.

**Educating staff** (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

**Regular routine cleaning** of public areas such as restrooms, treatment rooms, table tops, counters, hand rails, door knobs, back office surfaces and reception surfaces are wiped down on a regular routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses;

**Personal Protective Equipment** such as protective gloves, aprons and face masks are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with a polycide chemical (disinfectant cleaner) between guest and rest rooms.

**Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the general manager for further action to take place.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. The NICD hotline number is 080 002 9999.

We are continuously monitoring developments and doing everything we can to we can ensure guest safety and to reduce the risk of potential contamination or spread of disease.

We thank you for choosing to stay at a 5 Mountains Lodge.



## COVID-19 ON SITE PRECAUTIONS

### 1 CHECK-IN

On arrival all guest are temperate checked and required to complete the government issued track and trace forms.

### 2 SOCIAL DISTANCING

Social distancing is in operation for all guests and staff.

### 3 SAUNA (free to guests)

Guest booking is now required. Cleaning of all high touch surfaces is carried out between bookings.

### 4 STEAM ROOM (free to guests)

Guest booking is now required. Cleaning of all high touch surfaces is carried out between bookings.

### 5 JACUZZI

The Jacuzzi is currently closed.  
(Note: two of our guest cottages include a wood fired hot tub, these are open for the occupant's use)

### 6 DINING/FOOD (Main Building)

The dining room is currently closed. All food and drink orders will be delivered to your cottage.

### 7 BAR & TV LOUNGE (Main Building)

The bar and tv lounge are currently closed.

### 8 SWIMMING POOL & GARDEN

Open. Social distancing is in operation.

### 9 5 MOUNTAINS TEAM

All staff wear masks, gloves and additional personal protective equipment when applicable.

### 10 THE HIGHEST STANDARDS

Senior Management regard guest and staff safety as the number one priority. Isolation room & registered nurse available 24/7.



## COVID-19 Compliance

# COTTAGE CLEANING

### 1 SWITCHES & CONTROLS

Lights, lamps and other controls

### 2 DOOR HANDLES & KNOBS

Doors, closets, drawers and handles

### 3 BATHROOM SURFACES

Toilet handles and seats, splash walls, shower/bath controls and sink faucets

### 4 CLIMATE CONTROL PANELS

Switches and controls

### 5 REMOTE CONTROLS

All remote controls

### 6 BED & BEDDING

All bed linens

### 7 COTTAGE AMENITIES

Safe, hair dyer

### 8 HARD SURFACES

Tables, desks, chairs

### 9 COTTAGE FOOD & DRINK

Mini bar, kettle, snack holders, crockery, glassware

### 10 BRAAI & OUTDOOR FURNITURE

Braai, table, chairs, hot tub\*  
\*when applicable