

# COVID-19

## OPERATIONAL IMPLEMENTATION

We have assigned strategic tactical crises management teams at our properties to ensure that all the necessary guidelines and measures are followed accordingly to ensure the safety of our guests during the Global Pandemic.

The team members at Bushmans Kloof have been trained accordingly to follow strict procedures in order to welcome our guests.

We have also relaxed our booking terms, cancellation penalties and offering deposits already paid to be used as future credits to ensure our guests' peace of mind.

*We have always employed stringent safety and sanitation protocols in each and every one of our hotels, and we will continue to do so (with special measures to prevent the spread of Covid-19). We are following the recommendations from the World Health Organization (WHO) and the Centres for Disease Control (CDC).*

*In addition to these measures, we encourage you to learn more about what you can do to travel safer. The World Health Organization has several recommendations to reduce exposure to a range of illnesses, including hand and respiratory hygiene as well as safe food practices.*

*We are proud to confirm that Red Carnation Hotels adapts the same and we are taking all the necessary precautions and measures to ensure the safety of our guests and look forward welcoming you to Bushmans Kloof.*

*- Michael Nel, Managing Director -*

## PREVENTATIVE MEASURES - OUR ONGOING COMMITMENT

### ARRIVAL, WELCOME & NATURE DRIVES



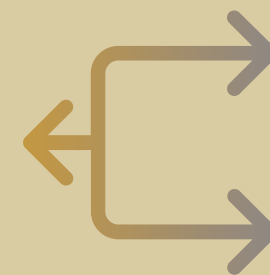
Guest details will be obtained at point of arrival at our arrival gate in order to fast track our check-in procedures. Protective masks can be provided at point of check in and all guest luggage will be decontaminated before sent to the rooms. Nature drives are limited to a maximum of 4 guests per excursion.

### MONITORING OUR TEAM



Our Team members returning to the operation will undergo a thorough screening process and isolation procedures are in place until such time that they are deemed ready to interact with our guests.

### CREATING PERSONAL SPACE



Not only are we ensuring that rooms are allocated within the required distance to ensure personal space, the same will apply for all dining outlets and public areas to ensure comfort and peace of mind.

### CARING ABOUT PERSONAL HYGIENE

Alcohol based (70%) hand sanitizer will be readily available throughout each of our rooms, suites and all communal areas including reception. All surfaces will be continuously wiped after each use to ensure your safety.



### MONITORING OF TEMPERATURES

Daily temperature screening will be undertaken with our guests and our staff. This will be inobtrusive, with high regard for personal space and comfort. This is however a necessary measure in consideration of the health & safety of all the people in our care



### CARE FROM OUR KITCHEN BRIGADE

All meals will be individually plated and prepared, in controlled environments, under strict hygiene standards monitored by our Executive Team during this time to ensure guest safety. To ensure a controlled environment, no buffets will be served.



## SUPPORT AND PLANNING DURING YOUR STAY

### ISOLATION ROOMS



Separate isolation rooms have been set up for suspected case (pre and post testing). They will in all likelihood only get results after 48 hours, guests have the choice to return home or stay at the hotel until such time seen fit to travel.

### DOCTOR ACCESSIBILITY



In the event of a suspected COVID-19 case, we have set up a 24-hour hotline to a doctor on call, who will take over in dispensing advice in a professional capacity. We will also gladly offer support in informing your point of emergency contact.

### EDUCATION



Information regarding COVID-19, precautions and how to ensure your personal safety is readily available at our front desk team. Should you require further information from a medical practitioner, the same can be arranged by the team during your stay.

### HEALTHCARE



South Africa boasts the highest standard of healthcare in Africa, with an extensive network of private doctors, specialists and clinics. Healthcare facilities are easily accessible from our hotel and we will assist in arranging the appropriate transfers and post arrangements.

### PARTNERS



A clear procedure with our local medical emergency partners at Bushmans Kloof on the exact course of action to be taken in the event of a suspected case