

Looking after you as part of our family

Pumula Beach Hotel COVID-19 Protocols



MONITORING OUR TEAM

Our team members returning to the hotel will undergo a daily screening process upon arrival and on subsequent returns to the hotel.



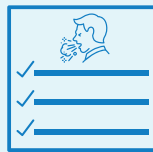
HEADS OF DEPARTMENT

"COVID-19 warriors" will be appointed to check all cleaning protocols in and around their scope of operation are adhered to daily.



HEALTH DECLARATION

Before checking into the hotel, all individuals will be required to complete a questionnaire regarding the state of their health and well-being. This document will be retained for record purposes, in the event individuals need to be reached for coronavirus contact tracing.



NO-CONTACT THERMOMETER

As required by the health department, every individual entering the hotel premises is required to have their temperature taken. We have no-contact thermometers which will be used for both guests and staff.



STERILIZING FOGGERS

Before occupation, hotel rooms will be sanitized using a professional fogger to sterilize and disinfect the entire unit. Disinfection and sterilization of all public areas will be ongoing.



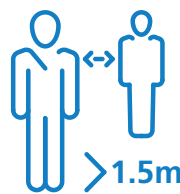
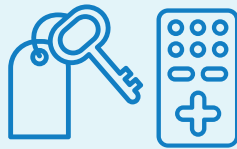
PPE's

A minimum of two reusable MASKS will be issued to all our staff which they will wear as per the health department regulations. GLOVES will be supplied to all staff that work with soiled linen, bins and other health hazard areas. GLOVES will also be used during the fogging and disinfection processes. All cleaning staff will be issued with SHOE COVERS. Guests are expected to bring their own MASKS as per government legislation and can wash these in their rooms. Transparent FACE SHIELDS will be supplied to our front office staff and other staff in food and beverage that deal with guests on a regular basis.



ROOM KEYS

As per our standard hygiene practice, we will continue to sterilise your room keys and TV remotes, which are placed in a sealed packet prior to your arrival.



YOUR PERSONAL SPACE

Our rooms are designed with adequate spacing to allow for social distancing. Likewise, our dining outlets and public areas will be laid out with enough space to ensure comfort and peace of mind.



CARE WITHIN THE KITCHEN

At regular intervals, our kitchen staff will be told... time to wash hands for 20 seconds! As always, all meals are prepared in a controlled environment under strict hygiene standards and surfaces sanitised often and after every service interval.



SUPPORT DURING YOUR STAY

Two local doctors are available should the need arise. Contact details are available from the reception. Should any guest need to self-quarantine during their stay, we have dedicated accommodation allocated for this purpose.



SUPPLIERS AND DELIVERY LIMITATIONS

All suppliers to the hotel will, as well as following strict protocols already established and practiced, limit the frequency of deliveries to the hotel and where possible, deliver without entry if the quantities are deemed appropriate.



"We are reminded of the words of Madiba
'It is now in your hands'"

Cyril Ramaphosa

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