

Dear Valued Guest

17 March 2020

THE ESTUARY, OFFERING A LOT MORE THAN YOU'D EXPECT FOR THAT PERFECT AND SAFE HOLIDAY

As we are all aware, the Coronavirus has been declared a global pandemic. The SA Government has reacted accordingly, and so have we....

At The Estuary, we are attempting to minimise the potentially severe impact on the livelihood of our employees, by allowing business to continue and by remaining stable, but simultaneously applying the strongest measures of prevention and control, for the wellbeing of staff and guests, by minimising the risk. Due to the nature of our business it would be detrimental to all of us, not to endeavour to continue with normal business. So, our aim is to continue to be active, not only for employees, but also for those guests who wish to be away over this period, but also want to be in a secure and safe environment.

It is also crucial we do not get swept up and overwhelmed in the waves of panic and fear, created through misinformation, ignorance and false reporting, but to remain calm and follow all precautionary measures.

We have now implemented additional measures at The Estuary for your benefit. Remember Coronavirus is not an airborne transmitted disease but is transmitted via droplets. Therefore, it is essential that surfaces are kept sanitised and physical contact kept to a minimum.

Our management and staff have all been trained in safe hygiene practices according to the stringent government guidelines laid down.

The following safety procedures have been implemented for your safety during your stay with us:

General

- *Most importantly, we implore our guests who might display any flu-like symptoms, to consider the well-being of other guests, and to cancel or postpone their stay with us.*
- *Any staff displaying flu-like symptoms will not be permitted on the hotel premises.*
- *We will continue to monitor and update hygiene practices as we receive guidance from National Health.*
- *We are encouraging social distancing amongst staff and guests. There will be a minimisation of contact between employees and guests.*
- *We use only approved cleaning and sanitary materials.*

Reception

- *Medically-approved hand sanitisers will be available at the reception, on counters and tables. We encourage guests to consistently make use of them.*

Restaurant

- *Tables have been removed to reduce any congestion.*
- *Hand sanitisers are placed at every table.*
- *Specialised staff are designated to sterilising cutlery. Wrapped cutlery will be presented with each meal.*
- *All restaurant and kitchen staff will wear gloves. Guests who would like waiter staff to wear masks whilst serving their table can request this option.*
- *Restaurant staff will wash their hands at twenty minute intervals.*
- *Menus, bill folders, pay-points, condiment sets and tables will be consistently sanitised after use.*
- *Credit card transactions will be handled by guests personally.*
- *Guests will be offered disposable tea / coffee cups, and biodegradable straws for cold drinks.*
- *We will endeavour not host more than 50 people per sitting (Government recommends not more than 100)*
- *We have eliminated buffet servings and the breakfast menu has been revised to offer individual plating options.*

Housekeeping

- *Housekeepers will wear gloves and masks at all times.*
- *There will be an increase in the cleaning regime throughout the hotel.*
- *High usage areas in the rooms (i.e. door handles, light switches, air-con & TV remotes, telephones, kettles etc) will be continuously sanitised.*

Staff

- *Kitchen staff have had improved food safety training.*
- *All staff are fully trained and are fully conversed in safety practices.*
- *Accommodation on site, has been made available to staff in order to eliminate travelling daily via public transport, to and from the hotel.*

Children's Amenities

- *All children will receive a hygiene activity pack on arrival.*
- *Surfaces in the children's rooms and on the jungle gym will be consistently sanitised.*
- *The jumping castle will not be in use due to hygiene reasons.*

Communities

- *We will continue to support our local communities over this difficult period in the best ways possible.*

To make these difficult times a lot more tolerable we are offering really great discounted rates from 17 March 2020 - 30 April 2020. Contact us to find out more.

We will continue to ensure that the primary focus is on the safety of employees and guests. We urge all to remain sensible and vigilant. We believe that we are dealing with this health crisis as practically and stringently as possible, with expert guidance from the medical fraternity, and all that is really required is solidarity and sensibility, from us all.

We wish all our guests a safe, pleasant and relaxed stay with us and look forward to your visit.

Kind Regards
Jaco Fourie
Director of Operations
The Estuary Hotel and Spa