

# STAY WITH PEACE OF MIND

## **Introduction**

Grand Dédale Country House is committed to safeguarding guests' safety, health and wellbeing during every moment of their stay and therefore have adopted some safety measures as recommended by WHO and Department of Health in conjunction with Tourism Business Council of South Africa.

When adopting these measures, we have taken into consideration our remote location, set on 380 hectares, the size of our property, only seven bedrooms and lastly the fact that Grand Dédale is a "resident only" establishment.

## **Arrival & Departure**

Guests have the option to check-in online prior to arrival. On confirmation of booking, a check-in form will be sent electronically and must be returned prior to arrival. Everyone arriving at our property will have their temperature checked with a non-contact thermometer. For multiple days stays, temperature will be checked at breakfast time and prior to dinner. All luggage will be sanitised before it enters the property and brought to the room. South African residents or guests with a South African bank account will be given the option to eft their payment on departure if they do not want to use a credit card POS. In the case of use of credit card POS, it will be sanitised after each transaction.

## **Transport**

Vehicles parked by us upon arrival will be sanitised (steering wheel, handle and gear box lever), alternatively guests can self-park their vehicle in our car park. Same procedure will be followed upon departure if the vehicle is collected from the car park by one of our staff.

## **Team Members**

All our team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and PPE equipment and physical distancing awareness. Regular training will continue as the current situation develops.

## **Hand Sanitisation**

Hand sanitising stations can be found in the lounge area, by the resident bars, pool and in the proximity of each bedroom door.

## **Safety Standards**

Grand Dédale Country House is fully compliant with World Health Organisation (WHO), Department of Health (DOH) and South African Government recommendations. We have also partnered with Hychem and LIV19 Hygiene & Cleaning to develop enhanced cleaning protocols that are applied throughout our property.

## **Public Areas**

We have significantly increased cleaning schedules in all public areas with particular focus on high-touch areas. We strictly adhere to physical distancing best practices to provide a safe environment for guests.

## **Guest Rooms**

Rooms are thoroughly cleaned and disinfected after every stay. Every room contains a personal hygiene kit with mask and hand sanitiser for each guest. It is our standard to quickly service the room whilst guests are having breakfast, thoroughly service the room during the day and provide a turn down service in the evening. Guests will be given the option of when and whether they would like their room serviced.

## **Restaurant & Meals**

When possible (weather permitting) breakfast, lunch and dinner will be served on the veranda. Our spacious 50mt long patio will ensure sufficient distance between tables. Should meals be served inside the house, both the Lounge and dining room provide adequate space to implement social distancing. In the event of dinner being served inside, guests residing in the Elegant Suites will dine in their private lounges whilst other guests will dine in the main lounge. We will still provide our Continental breakfast selection of homemade treats in the lounge; however, a dedicated waitron will dish out on behalf of the guests as oppose to self-service. Our teas, coffees, freshly squeezed juices and hot breakfast will still be à la carte.