

Covid 19 Protocol

Arrival Instructions for guests

Welcome to Alfred View Guest House. We apologize for the inconvenience of having to follow Covid 19 protocol instructions, but we are trying to make your stay as safe as possible.

1. Arrival masks are compulsory
2. Please sanitize your hands with the solution provided
3. Take your temperature with the Thermo—Sense thermometer and record your result on the form provided. Also please take a photo of your records with your cellphone and send the pic to the management - Frank +27 82 445 1541 or Linda +27 82 600 8919
4. Fill in the form provided and collect your keys. The Guest House layout indicates your room. Additional Information for your immediate attention is in your room - please read.
5. Procedure to follow if your temperature is : 37.5 +
 - No guest will be allowed to stay if their temperature exceeds acceptable levels
 - Guest will have to return to their home location to self-isolate and proceed with testing procedure if necessary.
 - COVID 19 hotline number: 0800 029 999

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1. STAFF Instructions and Procedures

- * Mask to be worn upon arrival
- * Temperature taken at the door
- * (Shower) and hand washing before entering the guest house
- * Strict hand washing instructions throughout the day. Supply of correct sanitizer
- * To wear clean uniform daily. Two uniforms supplied
- * Shoes supplied. Remain on property
- * Clean mask to be worn at work. Washed at the end of the day. Two supplied

2. HYGIENE

- * Using cleaning (bleach) agent to remove germs, dirt, impurities
- * Disinfecting, using 70% alcohol based sanitisers/chemicals, to kill the virus
- * Staff understand the distinction between cleaning and disinfecting, and the need for both

3. STAFF INSTRUCTIONS for room cleaning

- * To wear protective gear - mask, gloves, if necessary, clean uniform daily
- * Room ventilated before cleaning
- * Minimum 24 hour policy before occupancy after disinfecting and cleaning
- * Hand washing when entering, leaving rooms and between units.

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- * Strict routine to clean with detergent, then disinfect, allowing 5 minutes action time before wiping. Paper towels or cloths for each room/area cleaned. Check list for cleaning and disinfecting given to staff
- * Staff to avoid touching their face while cleaning
- * Correct disinfectant used, minimum 70% alcohol based
- * Sofa, rugs, blankets, drapes, are washed frequently
- * Linen washed at highest temperature of machine setting
- * All cleaning and laundry aids cleaned and disinfected daily
- * Vacuum machine emptied and disinfected daily
- * Bins disinfected and new liners daily
- * All staff to remove their uniform at the end of the day for washing. Shoes to disinfected and left on site

GUESTS

On arrival guests must read instructions on the entrance counter

1. Take Temperature and record, on the form provided and also, please take a photo of your records with your cellphone and send the pic to the management -
Frank +27 82 445 1541 or Linda +27 82 600 8919
2. Guests must have the relevant documents for travel
3. Fill out the form provided
4. Check correct room allocation on the guest house layout
5. Collect your keys

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6. Management will practice strict distancing procedures and will avoid any contact, if possible. The map of the guest house highlights where distancing must be practiced

Dining arrangements and serving of breakfast to allow for social distancing.

- Orders for breakfast will be placed the night before via a form to be filled out.
- Form will be available in the room and after filling in to be placed in the dining room on the tray provided.
- Breakfast will be set at the requested time and guests will self-serve from the hostess trolley provided in the dining room.
- Prior to arrival, guest will have the option of having a continental breakfast to be placed in their fridge, in their room.
- Only one unit to make use of the following areas at a time : bar, lounge, deck, kitchen. First come, first use policy.
- Short 2 – 3 day stays. Rooms will not be serviced to allow for controlled exclusive guest use of the units. Guests, however, may request daily servicing. Instructed cleaning procedures by our staff will be followed.
- Units are provided with – hand sanitizer, paper towels, extra towels, room sanitizer, and cloth, for guests use. Please leave these items in the room on departure.
- Social distancing in any communications by owners and staff to be implemented.

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5. Checklist of items to be cleaned and disinfected in units:

Door handles	Hospitality containers, sets
All surfaces	Kettle
Light switch	Bins
Remotes/keys	Basin taps, mixers
Tables	Shower doors and taps
Fan and light switches	Toilet and toilet brush
Window sills and handles	Shower, shampoo bottle
Shower racks	Hangers
Hairdryer	Fridge doors
All railings	Towel racks
Iron and ironing boards	Plug adapters
Toilet roll holder, flush button	