



RIVONIA PREMIER LODGE



Rivonia Premier Lodge is open under Covid-19 restrictions.

Covid-19 Protocols

The COVID-19 protocols that we have put in place at Rivonia Premier Lodge are for the safety of our staff and guests. These procedures are outlined below.

The COVID-19 procedures include but are not limited to:

- **Screening of guests.** In accordance with the National State of Disaster pronounced by President Cyril Ramaphosa on 15 March 2020, screening of guests has become necessary. To prevent an infected person from checking into the lodge, guests will be required to:
 1. complete and sign a questionnaire
 2. allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will not be allowed to check-in and will be referred to a medical facility.

Every time a guest returns to the lodge, their temperatures will be taken and recorded. The same will be done for staff involved in the day-to-day running of Rivonia Premier Lodge.

- **Check-In:** Only one front desk staff member may be present behind the reception desk and guests awaiting check-in are to observe social distancing. All items on the front desk (pen, registration form and room keys/remotes) and the front desk staff member's hands will be sanitised in front of the arriving guest, prior to any guest interaction. It will be appreciated if guests use their own pens. Guests are required to sanitise their hands and credit cards, prior to interaction. The speed point machine is sanitised before and after every use.

The Reception office closes at 20:00. Out of consideration for our Front Desk staff, guests are requested to collect their keys before the Front Office closes.

- **Payment:** Credit card and cleared EFT payments only

Tel: +27 (0)11 803 2790 • Cell: +27 (0)82 496 5568 • Fax: +27 (0)11 803 4631 • info@rivoniabb.co.za • www.rivoniabb.co.za
3 River Rd (entrance via 10th Ave) • Rivonia (Edenburg) • Sandton • Gauteng • P O Box 935 • Rivonia 2128 • South Africa





RIVONIA

PREMIER LODGE



- **Accommodation:** All rooms have their own entrances and patios leading out onto lush, rambling gardens where social distancing is easily adhered to. All rooms have self-catering facilities. There are no shared corridors, lifts, stairwells etc. It is requested that no guest enters the patio space of another. Mini-bar and room snacks have been removed from guest rooms, however a snack list featuring individually packaged items will be available.
 - **Meals:** Breakfast is served in the dining-room. Sanitizing and social distancing rules are strictly adhered to. The buffet (a variety of fruit salad, yoghurt, cereals, hot porridge, cheese, juice, coffees and teas) is now served by our staff. The cooked-to-order breakfast is served plated as before.
 - **Room Service:** Guests who prefer to eat on their patios may advise the Front Desk.
 - **Continental breakfast-packs** can be arranged for early departures. These will be placed in the guest's room on the evening prior or by arrangement.
 - **A limited dinner service is in place.** Guests are asked to consult Reception regarding their dinner requirements. All of our rooms are equipped with microwaves and the necessary crockery and cutlery - thus guests may purchase their own groceries, or they may order meals from a delivery service.
 - **Delivery and acceptance of goods:** All goods have to be received outside the lodge and delivery personnel are not allowed to enter the lodge under any circumstances. Following receipt of goods/ take-away meals guests will be required to spray the packaging with sanitiser (70% alcohol content provided in the room) and leave it for a minimum of five minutes before opening.
 - **All surfaces** that come into contact with delivered goods must be sanitized immediately.
- Persons visiting guests:** Guests at the lodge are requested to inform the Front Desk of any visitors that they may be expecting. Such visitors will be required to undergo the full screening procedure before entering the lodge premises. For safety reasons, visitor numbers are limited. Visitors will be allowed on the premises at the discretion of management.
- **Guest behaviour:** Guests must always maintain social distancing protocols and wear face masks while on the premises, outside of their rooms.

Tel: +27 (0)11 803 2790 • Cell: +27 (0)82 496 5568 • Fax: +27 (0)11 803 4631 • info@rivoniabb.co.za • www.rivoniabb.co.za
3 River Rd (entrance via 10th Ave) • Rivonia (Edenburg) • Sandton • Gauteng • P O Box 935 • Rivonia 2128 • South Africa





RIVONIA

PREMIER LODGE



- **Housekeeping:** To minimize contact between our staff and our guests we request that guests advise the Front Desk when they would like their rooms to be serviced.

For those guests who would prefer their rooms not to be serviced, extra linen, towels, teas, coffees will be provided on request. Dustbins will be collected from the patio daily; extra bin liners will also be provided. To conform to our protocols the housekeeping staff will clean each room on every alternate day and change linen on every fifth day. Where guests have checked out, rooms will be thoroughly sanitized and sealed for 48hrs.

- **Room sanitization.** Housekeeping staff use PPE and approved sanitization products. Rooms are sealed without entry for up to 48 hours prior to guest arrival.
- **Laundry:** Linen and towels are washed and tumble dried on hot settings. Linen is ironed on a hot setting. Laundry equipment is disinfected with bleach at the end of every shift. Guests' laundry can be done at normal rates with a strict adherence to our laundry protocols.

Further measures being taken to ensure the safety of our guests and our staff:

- **Staff Training** (ongoing) Extensive training is provided to all staff on what the virus is; ways in which it is transmitted; symptoms to look out for; the required sanitization and distancing procedures, effective use of the PPE and Covid-19 related SOP (Standard Operating Procedures) developed to ensure safety when performing all functions, especially those with higher risk.
- **Smart Guest Interaction & Communications** All key documents and information i.e. Guest room folder, Wi-Fi password etc can be emailed to our guests prior arrival.
- **Alcohol based sanitizer** (70%) and disposable paper towels are available in all public spaces including bathrooms and guest rooms by request.
- **Low Touch & Limited Social Contact** -Greeting, check-in & check-out without physical contact.
- **Staff hand sanitisers** (alcohol based) have been rolled out in back of house areas (such as kitchen, office, laundry, staff rooms and bathrooms) as well as front of house guest areas (such as reception desk, conference room, lounge).

Tel: +27 (0)11 803 2790 • Cell: +27 (0)82 496 5568 • Fax: +27 (0)11 803 4631 • info@rivoniabb.co.za • www.rivoniabb.co.za
3 River Rd (entrance via 10th Ave) • Rivonia (Edenburg) • Sandton • Gauteng • P O Box 935 • Rivonia 2128 • South Africa





RIVONIA

PREMIER LODGE



- **Guest hand sanitisers** (alcohol based) are placed in each room and are within easy reach of guests in public areas of the hotel with a notice encouraging regular use. Guests are requested not to remove these sanitizers from their allocated areas.
- **Personal hygiene** is highlighted, including the importance of washing hands frequently, assiduously avoiding touching eyes, nose and mouth and stressing the importance of sneezing and coughing into a tissue that is safely discarded or into the crook of the elbow.
- **Regular routine cleaning** of public areas and high-contact points such as restrooms, table tops, counters, handrails, door handles, speed point machines, back office surfaces and front desk surfaces. These are to be wiped down following a regular routine throughout the day with approved high grade anti-viral products and disinfectant.
- **Sanitiser for staff members** at our lodge have also been issued to ensure hygiene for themselves as well as all arriving guests.
- **Protective wear**, such as protective gloves and face masks, are issued to housekeeping and public-area garden and housekeeping staff when on duty.
- **Face masks:** It is compulsory for all individuals to wear face masks in public. This applies to staff and guests of the lodge and any other individuals entering the premises for any reason whatsoever.
- **Avoiding close contact** with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory problems to be reported to the lodge's front desk for further action to take place, such as contacting the NICD hotline.
- **Helpline numbers to contact:** The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from local hotspot areas and countries with coronavirus, the South African Department of Health advises first phoning the National Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. The NICD hotline number is 080 002 9999.
- **Emergency Medical Partners** -In the event of a suspected COVID-19 case we will also contact an appointed medical professional (24 hour) to assess symptoms and severity and provide professional advice prior to testing and results. There are 2 accredited COVID-19

Tel: +27 (0)11 803 2790 • Cell: +27 (0)82 496 5568 • Fax: +27 (0)11 803 4631 • info@rivoniabb.co.za • www.rivoniabb.co.za
3 River Rd (entrance via 10th Ave) • Rivonia (Edenburg) • Sandton • Gauteng • P O Box 935 • Rivonia 2128 • South Africa





RIVONIA

PREMIER LODGE



testing stations within 2-4km range of Rivonia Premier Lodge. In an emergency where hospitalisation is required, our property is easily accessible to several of Joburg's leading private hospitals.

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to flatten the curve.

We thank you for choosing to stay at Rivonia Premier Lodge and we look forward to delivering our excellent service to you, even in these challenging times.

Best regards and keep safe!

The Management & staff of Rivonia Premier Lodge.

15 January 2021

Tel: +27 (0)11 803 2790 • Cell: +27 (0)82 496 5568 • Fax: +27 (0)11 803 4631 • info@rivoniabb.co.za • www.rivoniabb.co.za
3 River Rd (entrance via 10th Ave) • Rivonia (Edenburg) • Sandton • Gauteng • P O Box 935 • Rivonia 2128 • South Africa



Rivonia Bed and Breakfast (Pty) Ltd. registration no. 2002/031530/07 • VAT registration no. 4470196025 • Directors: G Marais, J Marais, N Swart