



## **Beausoleil COVID-19 Protocols**

Befitting our status as one of the best Guesthouses in Bonnievale, Beausoleil prioritises the wellbeing of our guests and valuable team members.

We recognise the critical role we play in providing safe tourism and dining experiences.

We commit to enforcing the approved protocols and directions.

We understand and support our industry's responsibility in helping South Africa's leaders in their measures taken to minimise the spread of COVID-19.

We, therefore, promise to uphold and adhere to the Tourism and Hospitality Industry Standard Protocols for COVID-19 Operations during the COVID-19 pandemic.

Beausoleil joins the ranks of committed hospitality stakeholders understanding that this unprecedented global health crisis calls for drastic measures.

We all have an essential role to play if we wish to play a meaningful role in the recovery of tourism worldwide.

At all times we will limit seating and rooms to 50% guests capacity.

We will keep evaluating and rest assured that we will keep you well-informed as soon as these operational days and times do change over time.

Our Guesthouse guests will otherwise enjoy exclusive access to the Braai area, Lounge and Breakfast room. With reduced seating numbers and increased table spacing in the interests of social distancing, we have decided to open our operation incrementally.

Guests can also have breakfast served in the guest room.

We have trained all our staff on the latest best practices of COVID-19 protocols as well as best practice concerning public health measures.

We have communicated these public health measures to all relevant employees at Beausoleil.

Thank you for your understanding, and we urge all guests and trade partners to work together to flatten the curve of the COVID-19 pandemic.

For more information, please visit the official South African official COVID-19 Portal.

For the standard tourism industry COVID-19 protocols, please visit WHO and TBCSA.

Finally, remember that we are here for you.

Please don't hesitate to reach out to us directly to discuss any concerns or suggestions you may have.

## **Good to know**

- Centrally located
- Wide-open spaces
- Private verandas
- Contactless check-in, payments and check-outs
- Hand sanitiser available in guest suites/rooms and public areas
- Room sanitisation protocols implemented
- South Africa has a network of some of the best private hospitals and healthcare systems in the world

## **Temperature Screening**

- Guests and staff will undergo daily temperature screenings (unobtrusive of course)
- Guest will undergo temperature checks on arrival and departure
- Guest to answer a few basic medical questions on arrival

## **Breakfast Room**

- All tables adequately spaced
- You will receive a designated table for the duration of your stay in our Breakfast room setting
- Private dining spaces, including your private veranda at your room
- Meals are individually prepared in a controlled environment by our highly trained culinary team under strict hygiene protocols
- No breakfast buffets - at the moment. Instead, each guest will receive a bespoke breakfast selection

## **Staff**

- Educated about strict COVID-19 health check protocols
  - Staff undergo health screenings including temperature checks when arriving on the hotel premises
  - Wear masks always
  - Refrain from handshakes and any other forms of physical contact
  - Practice physical distancing and always maintain a safe distance from guests and fellow staff members
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