



GL COTTAGES COVID-19 PROTOCOLS & PROCEDURES

GUEST ROOMS AND CHECK -INS

- GL Cottages has appointed a Covid Compliance Manager and officer responsible for all check-ins at the Cottages.
- GLC ensures a non-contact check-in through the use of a plexi-glass structure at Reception, providing a safe distance between guest and Reception staff.
- All guests checking into GL Cottages are required to go through an online screening desk at Reception conducted by the designated COVID-19 compliance officer before entering their guest room.
- All guests luggage will be disinfected upon arrival.
- For long stay guests, (more than 3 days) linen change frequencies have been reduced to lower contamination risks.
- A long stay guest may opt to not have the housekeeper enter their room during their stay should they decide as such.
- To reduce surfaces in rooms, all excess ornaments, softs (cushions, throws), folders, books and décor items have been removed to avoid unnecessary cross contamination.
- Guests may have certain items on request for guest collection – e.g., sewing kits, vanity kits, shoe cleaning kits, irons, and magazines.
- Personal Hand sanitiser will be provided in all guest rooms and additional units for individual guest use will be on sale for guests to purchase should they require.
- GLC has increased the frequency of routine cleaning for all public spaces used in common by guests such as door knobs, counter tops and remotes for televisions/electronic gadgets.
- Guest rooms will be thoroughly sanitised during guest stay and upon check-out. New room cleaning standards have been implemented and cleaning staff have been trained on these standards, including how to handle linen and sanitising of bathrooms.
- Disposable gloves will be worn by GLC cleaning staff at all times.





- Room cleaning staff are required to sanitise their hands and shoes, and disposable aprons on finishing each room and before entering the next room.
- GLC housekeeping carries out careful sanitising of all surfaces, including phones, TV and radio controls, kettles and all room amenities.
- All guests' crockery and cutlery will be washed in deep high temperature wash cycles during guests stay and changed after every check-out.
- On check-out all door handles, furniture, all surfaces, TV remotes and other movable items, wall surfaces close to traffic/seating/bedside areas, and all floors will be thoroughly cleaned with an effective disinfectant and bathrooms thoroughly cleaned including all wall surfaces.
- Room keys or gate remotes are sanitised after every check-out and before every check-in.
- GL Cottages has increased the time between check-out and check-in to ensure housekeeping have sufficient time for thorough deep cleaning of rooms.
- GLC ensures efficient bedroom ventilation i.e. effective air conditioning and opening windows after each check-out and during cleaning.
- GLC will rotate room use as much as possible, i.e. leave rooms idle for 1 – 3 days (or more), occupancy permitting, to assist in ensuring rooms are decontaminated for the next check-in.
- Every guest room will be left vacant for 24 hours before the next guest checks-in.





GLC EKHAYA RESTAURANT

- The Ekhaya Restaurant has a dedicated COVID-19 Compliance Manager and officer who will conduct a screening questionnaire on guests upon arrival. The Restaurant may refuse admission if they deem a guest is a safety risk and follows the COVID-19 appropriate protocols.
- No person may enter the premises without a cloth mask or any homemade item that covers the nose and mouth.
- Masks must be worn at all times except where eating and drinking.
- All guests must sanitise before entering the Restaurant premises.
- There must be distance of at least 1.5 metres between the guest and the waiter serving them.
- Guests should also be seated 1.5 metres apart.
- Ekhaya Restaurant will work based on a reservation system where possible to manage demand and ensure capacity limits.

FOOD SERVICES

- No self-service buffets are allowed.
- All individual Menus have been replaced by an ala carte service
- Restaurant Tables and all accessories must be sanitised before and after each guest.
- Where possible and while taking orders, waiting staff should stand at least a metre from the table.
- Onsite consumption of alcohol is still forbidden, under the current directive.
- For individual bookings, room service can be availed upon request to limit contact in the Restaurant.





AFRICA HOUSE CONFERENCE ROOM

- The number of persons entering the GL conference and meeting venue is limited to not more than 30 delegates.
- GL Cottages conference ensures compliance with the requirement relating to physical distancing, which is at least one and a half meters.
- GL Cottages keeps a daily record of the full details of all employees, delivery agents and conference delegates.
- Screening, Sanitisation and Masks are obligatory for anyone entering the GL Conference rooms.
- GL Cottages conducts at reservation, a screening questionnaire for every delegate in the format of the form issued with published guidelines.
- GL Cottages has set up a screening station at the Reception entrance
- Conference delegates residing at the GL Cottages premises will be subject to daily screening before entering the conference room.
- After screening, where necessary, GL Cottages COVID-19 Compliance officer will isolate a suspected person in a facility within the GLC premises designated for isolation.
- The GLC Compliance manager will then follow the detailed protocols to handle the situation ensuring that the guest obtains appropriate medical support.
- No person shall be allowed into premises, if that person is not wearing a cloth mask, or homemade item that covers the nose and mouth
- Delegates must wear masks at all times except when eating or drinking.
- GLC staff will sanitise delegates before entering into the premises.
- GLC staff will frequently sanitise guests during their stay in the premises or provide guests with sanitisers for frequent use.
- Only individual water and individual mints condiments will be provided. The use of containers or bowls is prohibited.
- GLC will sanitise all remote controls after use by every person and designate a seat for each delegate and not allow a delegate to change the seat.

