



Views Boutique Hotel & Spa

Covid-19 Protocols Policies & Procedures

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VIEWS
BOUTIQUE HOTEL & SPA

Reservations & Cancellations

We understand that making a reservation in these unpredictable times can be concerning. We are therefore implementing some reassuring measures when the following applies:

- ≈ Short notice travel ban from South Africa or country guests are travelling from.
- ≈ Short notice lockdown from the South African government or country guests are travelling from.
- ≈ Clients unable to board their flights due to a positive Covid-19 test.
- ≈ International flights are cancelled with no alternative routings available for guests to reach the destination in their itinerary.
- ≈ Proof of any of the above are supplied to our reservations team, 48 hours prior to arrival.

In the event the above is true, the refund and cancellation policy will allow for a full refund or a credit can be provided to be used at a later stage. Should a credit be selected by the guest, the rate will be honoured up to 365 days from the original travel dates, taking into account seasonal rate changes. This means that low season reservations may have to pay in the rate difference should the reservation be made for high or peak season. The same will apply should there be a rate difference when the original reservation was made in high season and the new dates are reserved in peak season.

Should none of the above points be applicable, then our normal deposit and cancellation policies will apply.





Public Areas

The hotel public spaces are kept private and for hotel guest use only. These areas include the hotel reception, mezzanine, and the roof top pool deck. Areas that are open to the public includes Views Restaurant and Views Wellness Emporium (spa, hydro lounge, boutique store and gym). The following measures have been taken to protect our staff and our guests:

- ≈ Hand sanitiser is provided throughout the hotel and associated facilities
- ≈ A staff member has been assigned to sanitise high touch areas, at regular intervals. These areas include but are not limited to: door handles, hard surfaces, railings and public rest rooms.
- ≈ Guests are encouraged to practice social distancing in all public areas
- ≈ The capacity of all areas have been carefully considered and practiced. Some of these measures include only two guests in an elevator at a time and limited seating in foyers and reception.





Staff

Our staff care as much for our guests safety as their own. All staff have been trained on the protocols, the need for and how to use their personal protective equipment and on standard hygiene practices.

Our biometric clocking system reads our staff's temperature on arrival and at departure daily when they sign in and out for duty. The log file is electronic and any high temperature measured is sent through to management immediately via an email notification. Staff also complete a weekly screening form. Our staff are encouraged to stay at home when feeling ill. Any staff who shows any symptoms are immediately sent for testing.

All staff have been provided with masks and face shields. It is mandatory for them to be worn at all times.

Staff are, in their work areas and relaxation areas, practicing social distancing and have adopted our no-hand shake policy between themselves as well as with our guests.

Staff regularly wash or sanitise their hands on arrival, at departure and at regular intervals while at work.





Arrival & Check-In

The following protocols have been implemented at all entrances including at Views Hotel, Views Wellness Emporium and Views Restaurant:

- ≈ Face masks worn by guests are mandatory at all times
- ≈ No hand shake policy applies to guests
- ≈ Completion of guest screening questionnaire form
- ≈ Temperature measurement with access denied if a guest's temperature exceeds 37.5°C. Hotel guests are assisted in the quarantine room until medical care is provided
- ≈ Guest hands are sanitised at each entrance. There are hand sanitisers and sanitising stations throughout the facilities so that sanitising is not only top of mind but easily done.
- ≈ Social distancing is encouraged throughout the hotel as well as all the facilities.
- ≈ Appointments and reservations are encouraged in all areas so that we can ensure we do not exceed capacity.



Your Hotel Room

Your luggage has passed through a number of hands when you arrive by us. This is why we will sanitise your luggage prior to us taking it through the hotel and to your room. Unfortunately our staff will no longer be able to assist with parking your vehicle but will gladly direct you to your complimentary parking bay.

The following will be done in addition to our already high cleanliness standards:

- ≈ Added to our rigorous cleaning regime is the use of disinfectants and mixed oxidant sanitisers.
- ≈ Room cleaning frequency during your stay is based on guest preference. Therefore housekeeping will only enter and clean your room if you are comfortable for us to do so. Limited housekeeping services are also available. The amount of interaction in your room is your choice.
- ≈ All staff entering your room will wear full PPE including hairnets, face masks, gloves, disposable aprons and shoe mitts.
- ≈ Each room is disinfected after guests have checked out and in so far possible, rooms are aired for 24 hours prior to the next guest arrival.
- ≈ Spare blankets and pillows are kept by our housekeeping department and are available on request
- ≈ Mini bars have been emptied but are available on request. Complimentary water is provided during turndown.





Views Restaurant

Our generously spaced restaurant with good air circulation and newly refurbished restaurant deck allows for dining with comfort and ease of mind. Food preparation and service has always followed strict hygiene standards however we have implemented the following measures:

- ≈ The breakfast harvest table has been discontinued along with any buffet menu options.
- ≈ Social distancing is attained through spacing of tables at least 1.5m apart with plenty of room for staff to move without obstacles or congestion.
- ≈ All staff wear masks both in the kitchen as well as service staff. Food handlers have been supplied with additional personal protective equipment to ensure food hygiene.
- ≈ All surfaces are disinfected after each guest interaction.
- ≈ We have a one waiter service policy to ensure that contact is limited between yourself and our staff. Your waiter will be the only person to serve you and clean your table once done.
- ≈ We have disposable menus and the menus have been simplified to ensure less contact with your food without hindering the great taste or appearance.
- ≈ All frequently used and shared surfaces, items and equipment are sanitised after use.



Views Wellness Emporium

Our spa has developed a beautiful hand ritual on arrival of all guests booked in for a treatment. This ritual includes the washing of both the therapists as well as the guest hands with a gentle scrub followed by the application of an aloe and 70% alcohol based hand sanitiser. Putting your mind at ease for your safe treatment. In addition, the following measures have been put in place:

- ≈ All spa and gym sessions are pre-booked. No walk-ins are allowed.
- ≈ Time between treatments has increased to allow for additional time to disinfect treatment rooms and other high touch areas.
- ≈ All equipment is sanitised and disinfected after each treatment.
- ≈ Material towels have been replaced by paper towels where possible. For body treatments the towels are covered with disposable paper sheets.
- ≈ Therapists and guests wear masks at all times and throughout treatments.
- ≈ All professional stock is sanitised after each use.
- ≈ Disposable paper towels are used to dry areas or washed items.

