

COVID-19

HEALTH & SAFETY PROTOCOLS



As always, our top priority is the safety of our guests and our team. Strict safety procedures have been put in place to safely serve you during this time and to comply with legislation. These measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from hand washing hygiene and cleaning product specifications to guest room and common area cleaning procedures.



CURRENT ALERT REGULATIONS

(AS OF 1ST MARCH 2021)

- ~ Guests may make use of hotel facilities as allowed under the various alert level regulations in force by the South African government during their stay.
- ~ Currently, guests are able to enjoy their comfortable rooms and the public areas of the hotel including the restaurant, swimming pools and expansive gardens. Guests may also enjoy treatments in the Spa and use of the gym. All activities offered by Ghost Mountain Safaris are permitted and operational.
- ~ Please note, there is a national curfew in place between the hours of 12pm and 4am.



GUEST ROOMS

- ~ We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with particular attention paid to high-touch items.
- ~ To avoid contamination, guestrooms will have been sanitised and vacant for at least 24 hours prior to each guest's arrival.
- ~ Individual hand sanitizer amenities have been placed in guest rooms for convenience.



PUBLIC SPACES

- ~ We have increased the frequency of cleaning and disinfecting in public spaces, with a focus on reception, lounge and bar, door handles, public bathrooms and room keys.
- ~ There are sanitising stations positioned throughout the public areas of the hotel and furniture has been separated to allow for social distancing.



GUESTS

- ~ Guest screening and reservation protocols
- ~ Limited guests in house with relevant social distancing protocols
- ~ Guests are requested to please wear a mask at all times in public areas



STAFF

- ~ Our staff have always followed a strict hygiene code and understand the importance of regular, consistent, hand washing. As an extra precaution, we have added additional hand sanitizers in the public areas of the hotel and we have requested that our staff refrain from physical contact such as shaking hands, and to keep a respectful distance from our guests.
- ~ PPE and mandatory face masks for all staff.
- ~ Daily staff health status screening.
- ~ Ongoing training on hygiene and protective measures.



PERSONAL GUEST RESPONSIBILITY

Please be truthful and honest about your health when making reservations and follow the screening protocols.

- ~ If you have had a fever, cough, or flu-like symptoms in the past 14 days we ask that you reschedule your stay for at least three weeks.
- ~ If you have tested positive for Covid-19 or come into contact with a person suspected of coronavirus in the past 14 days, please delay your stay for a month.
- ~ We advise that patients over the age of 70 years old and those with significant comorbid infections should not be leaving their homes at this time.

If you feel unwell during your stay, please contact reception by dialling 9.



GUEST INFORMATION

- ~ The nearest health clinic is in Mkuze, approximately 5 minutes from the hotel.
- ~ The nearest hospital is Bethesda Hospital, approximately 19km from the hotel.

We have made every effort, and will continue to apply safety and hygiene practices, to ensure all guests have access to the care they need during their stay at Ghost Mountain Inn. If you have any questions or require additional information, please don't hesitate to contact us.

These are challenging times that we are facing as a nation and as a community. Together we will make a difference.