YOUR SAFETY IS OUR NUMBER ONE PRIORITY

Making your well-being matter

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At Lagoon Beach Hotel, our guests’ and staff’s well-being matters. Now more than ever is an opportunity to proactively act on these words. We are proud to say that we have implemented a comprehensive set of health & safety measures and operational standards to ensure that every inch of the hotel is safe for everyone. We are committed to fighting against COVID-19, so we have aligned all our measures to follow the guidelines set by the South African Department of Health (DoH), the National Institute for Communicable Diseases (NICD) and World Health Organization (WHO).

To empower our staff to mitigate the spread of COVID-19, we have launched SAFE ‘Safety Awareness for Everyone’. SAFE provides all our hotel staff with specialised training in global best practice, according to global hygiene recommendations. The initiative is enabling our operational teams to keep our guests safe through practising highly effective cleaning, sanitisation and disinfection routines, with special regard to maintaining social distancing.

Keeping Lagoon Beach Hotel always optimally clean and safe is non-negotiable. Because of this, we are going to be very intentional about adhering to our sanitisation protocols for your peace of mind.

To ensure standard social distancing requirements are constantly in place we are going to vigilantly monitor occupancy levels, operational timings and capacities frequently. We have a dedicated Health and Safety Manager available on-site to provide the necessary supervision and a 24-hour Health and Safety Hotline (+ 27 (0)21 528 2000) open to provide any assistance you may need.

At Lagoon Beach Hotel, we always make sure that your health and safety remains a top priority. We look forward to giving you a safe and warm welcome when you return for a luxurious stay with us.

FOR ANY QUESTIONS RELATED TO COVID-19 OPERATIONS CONTACT:
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WHAT WE HAVE PUT INTO PLACE TO KEEP LBH A SAFE SPACE

We go to extraordinary lengths to ensure that your health and safety are mindfully protected when you stay with us. We have partnered up with leading hygiene and disinfection brands like Diversey and GeoChem, to make our hotel and restaurant safe and clean for you.

Lagoon Beach Hotel has nominated and extensively trained Health Marshalls from each department to implement and supervise our stringent cleaning, disinfection and sanitisation protocols. These staff members will diligently lead all our operation teams in hygiene excellence.

Our extensive isolation and quarantine procedures include intensive third-party disinfection services. Each guest will be required to complete an online pre-arrival Medical and Travel Declaration in which all the necessary guest details (including recent and planned travel information) will be documented.

We have installed a back of house chime to ring every 30 minutes to help us maintain a high level of sanitation constantly within our premises. This chime acts to remind the hotel team to stop and sanitise regularly. Additionally, our public areas and rooms will be audited by a certified independent company for your convenience.

Lagoon Beach Hotel aims to grow stronger during this unparalleled season.

We believe in the power of adversity to promote growth, so we are making this time our opportunity to take our commitment to safeguard your well-being to a higher level. This is the motivation behind our rigorous health, safety and cleanliness protocols.
**ENTRANCE AND WELCOME**

- A discreet and non-invasive temperature check will be done on all arrivals by our Security teams at the boom gate and front door, using a no-touch forehead thermometer.
- Any person running a temperature above 37.5°C will be politely requested to return home or directed to a pre-designated quarantine unit to be assisted by our Health and Safety Manager.
- Sanitisation stations will be positioned at main arrival and basement parking entrances as well as throughout the hotel.
- Hand sanitisation is mandatory upon entry. Each guest upon arrival will be requested to make use of automatic touch-less hand sanitising dispensers located at the front entrance of the hotel.
- Automatic sliding entrance doors are on all main entrance points.
- Gloves and masks will be readily available at the front entrance.
- Our porters will be dressed in the appropriate Personal Protective Equipment (PPE) and all visitor luggage disinfected outdoors before entering the hotel lobby.
- The Reception team will be provided with all necessary equipment and a medical kit as stipulated by the WHO.
- Social distancing is encouraged with handshakes on hold.

**RECEPTION & CHECK-IN/OUT**

- Our check-in procedure has been streamlined to limit interaction.
- Our front office staff will be wearing face shields, cloth masks and gloves.
- Our guest relations and travel desks have been fitted with transparent counter safety screens.
- To maintain appropriate social distancing, our reception area has been demarcated using logos.
- Safety, hygiene and hotel information will be broadcasted on screens throughout the hotel and presented upon arrival.
- Keyless guest room entry is encouraged as most guest rooms have been equipped with Bluetooth smart door locks.
- Key cards are all sanitised before use and placed in a waiting bin for 48 hours as an extra precaution.
- Contactless payment options are available including Masterpass, Tap & Pay Credit Card Machines, SnapScan and Zapper. Credit Card machines are sanitised before and after each use.
- Dedicated housekeeping sanitising teams will ensure the above areas are sanitised continuously throughout the day.
- Express check-out is available for check-out the night before or on the day of departure.

**ELEVATORS AND STAIRS**

- Safety instructions have been placed in all lifts and stairwells.
- Lift capacity is restricted to 2 guests only per trip.
- To maintain appropriate social distancing, the lift floor landings have been demarcated with logos.
- Buttons on the lift landings and inside lifts are sanitised by the Housekeeping sanitising teams continuously throughout the day.
- The interior walls and floors of lifts and stairs will be sanitised by the Housekeeping sanitising teams continuously throughout the day.
- Foot pedal hand sanitising dispensers have been installed outside all lifts and at each entrance and exit point of our stairwells.
ROOMS AND APARTMENTS

- Our occupancy levels will be closely monitored and where possible, rooms will be allocated according to social distancing norms (alternate rooms to be used) and left for a 48 hour waiting period after they are vacated.
- Our Housekeeping and Maintenance teams are dressed in the appropriate PPE including disposable protective caps, goggles (where appropriate), gloves, shoe covers and cloth masks to ensure their safety and protection.
- Our Housekeeping teams will maintain strict deep cleaning, sanitising and disinfection procedures according to WHO regulations.
- Our Maintenance team will be performing daily maintenance and system cleaning to maintain hygienic ventilation and drainage systems.
- Our rooms permit good indoor ventilation.
- Each guest room has its own independent air conditioner pipe, which connects to the main fan on the roof of the hotel allowing fresh air to be drawn from the outside to each room.
- Our Maintenance team continuously cleans and monitors the condition of filters to maintain the proper replacement rate of indoor air.
- After a guest room has been deep cleaned and sanitised, our Housekeeping Supervisors do a final inspection, disinfecting the rooms and sealing the doors of the guest rooms for your peace of mind.
- Foot Pedal hand sanitising dispensers have been spread out throughout all corridors.
- Amenities in the rooms are disinfected and wrapped.
- Telephones and remote controls will be disinfected.
- Room linen is changed on request only, requested by placing a disposable sign on the door.
- Linen and towels are washed on the wash cycle at 60°C. All the linen is ironed at least at 100°C. Towels are tumble-dried until fully dry using water hot enough to kill any potential viral matter.
- Regular deep cleaning will be carried out on upholstery and carpets.
- To facilitate minimal contact, no turndown service will be available.

PUBLIC AREAS

- A sanitisation station will be placed at the entrance of our restaurant and bar. Anyone entering or exiting these areas will be asked to make use of these facilities.
- Our POS stations have been fitted with transparent counter safety screens.
- Our POS will be sanitised before and after every use.
- Complimentary sanitiser swabs will be made available for cleaning clean mobile phones and credit cards.

RESTAURANT AND BAR

- A sanitisation station will be placed at the entrance of our restaurant and bar. Anyone entering or exiting these areas will be asked to make use of these facilities.
- Our POS stations have been fitted with transparent counter safety screens.
- Our POS will be sanitised before and after every use.
- Complimentary sanitiser swabs will be made available for cleaning clean mobile phones and credit cards.
- The use of pre-booked time slots is encouraged at the restaurant to minimise waiting for tables.
All guests dining in the restaurant or bar will be met and seated. Venues will adhere to the maximum capacity guidelines as per government regulations. Food and beverage offerings will ensure optimal hygiene and will be prepared under strict hygiene conditions. Buffet options have been discontinued. Our venues and spaces have been redesigned to facilitate the 1.5m social distancing space requirements. Venues have been demarcated with logos to maintain appropriate social distancing. All operational equipment (chairs and tables) will be positioned with 1.5m spacing and disinfected before and after use. Outdoor venues will be utilised where possible, as weather permits. All venues are signposted with posters promoting sneezing and coughing etiquette, social distancing, hand washing and other hygiene protocols. Contactless payment options will be available including Tap & Pay Credit Card Machines, SnapScan, Zapper and Masterpass. Credit Card machines are sanitised before and after each use. All bill folders and pens have been removed from the service. Waiting staff wear cloth masks, disposable gloves and face shields at all times and trained to practice social distancing and sanitisation when delivering food and beverages. We will maintain records of all guests dining with us.

Contactless room service orders will be made via WhatsApp. Contactless payment solutions will be charged to your room account. Food will be specially packaged, covered by sanitised cloches. Cutlery is sanitised and wrapped. Condiments will be individually wrapped and sanitised. All room service trays, trolleys and tools will be sanitised before and after use. All bill folders and pens have been removed from the service. Room service deliveries are done by staff wearing disposable masks and gloves, who are trained in social distancing and sanitisation for delivering food and beverages.

Our pool, fitness centre, spa and kids play area will be opened once government directives deem it safe to do so. A sanitisation station will be located at the entrance of each of these areas and everyone who enters or exits these areas will be asked to make use of the facility. All areas will be restricted to a maximum number of guests as per government directives and will be sanitised before and after use. Please refer to the spa protocol document on our website for further details.

For more than 4 years our water has been captured through atmospheric water generators and bottled on site. This prevents the need for external production of our bottled water and reduces our carbon footprint.
We have changed our meeting and conference standards to respect social distancing, delegate numbers, health, safety and well-being.

Our venues and spaces have been redesigned to facilitate the 1.5m social distancing space requirements.

Venues are demarcated with logos to maintain appropriate social distancing.

All operational equipment (chairs and tables) will be positioned with 1.5m spacing and disinfected before and after use.

Outdoor venues will be utilised whenever possible, weather permitting.

Food and beverage offerings, to ensure optimal hygiene, will be prepared under strict hygiene conditions.

Buffet options have been discontinued. Bowl foods, individual snack items and plated menu offerings will be available.

Sneezeguards will be used for food and beverage service.

Tea/coffee breaks will be scheduled according to timings that facilitate minimal interaction.

There will be reduced staff interaction, with a butler service on offer and all staff instructed to wear gloves and cloth masks.

Staff will be circulating with sanitiser for delegates to use.

A health and safety briefing will be conducted for all delegates at the beginning of the conference/event.

Health and safety messages will be on all screens around our venues.

All venues are signposted with maximum guest capacities per area.

All venues are signposted with posters that promote, cough and sneezing etiquette, hand washing, social distancing and hygiene protocols.

Operational standards according to government regulations will be strictly enforced and attendee records will be maintained.

To reduce face to face contact and minimise interaction, a WhatsApp Hotline will be available for clients to communicate with the manager during the event/conference.

State-of-the-art video facilities will be available for hosting large groups in separate conference areas.

Routine cleaning will be done in all of the areas by specialised teams at least twice a day.
Temperature checks will be done on all staff before boarding staff transport.

Staff transport is provided, where possible, to ensure a safe travel environment for the staff.

A daily welfare check for all staff will be conducted on arrival (temperature checks twice daily, hand sanitisation and health questionnaire).

Staff with temperatures above 37.5°C will be politely asked to return home or directed to a pre-designated quarantine unit where our Health and Safety Manager will assist them further.

Staff will be expected to follow robust hygiene and sanitisation procedures, always practising social distancing and limiting interaction as much as possible.

Staff members are encouraged to observe mandatory periods of rest, good nutrition and exercise to strengthen their immune systems and have been administered voluntary immune boosters.

Staff are trained daily according to government and WHO regulations.

Staff uniforms will be cleaned daily using a sanitising laundering process.

The entire staff has been issued with PPEs according to departmental requirements, including cloth masks and gloves.

Our staff has been trained to handle and wear disposable PPE equipment in case of the evacuation because of a potential suspected case. They have been trained in the disposing of soiled equipment and PPE. All soiled PPE will be disposed of by a certified independent company.

Staff members able to work remotely via a virtual office will be encouraged to do so.

All employees are well-informed about all Covid-19 related Standard Operating Procedures.
Our kitchen is sanitised at regular intervals using hospital-grade cleaning solutions.

High touch surface areas within the kitchen environment will be sanitised every 20 minutes.

Walls are sanitised before and after each shift.

Countertops are sanitised after each kitchen task is completed.

A kitchen bell will sound every 30 minutes to remind the kitchen team to wash their hands.

Kitchen staff wear disposable masks, hairnets and all requisite safety gear.

Kitchen workstations are placed in a way that makes sure staff do not face each other and maintain appropriate social distance.

Staff are limited to ensure minimal interaction.

All produce arriving in the hotel goes under a sanitisation stage before entering the kitchen. All raw foods are handled with care following strict hygiene protocols.

All kitchen tools are sanitised before and after use.

The proper functioning of the dishwashing equipment is checked regularly, especially operating temperatures as well as the correct dosages of cleaning and disinfecting chemicals administered.

All cutlery, crockery and glassware are placed in the dishwasher and washed at high temperatures.

A sanitisation basin has been installed at the delivery entrance.

All receivables goods are quarantined and date tagged before they are taken to stores.

Medically approved sanitising agents will be used to clean vegetables, meats and all other materials that are required in the kitchens.

The back of the house and deliveries area of the hotel are sanitised at regular intervals.

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