



Your Cottage Awaits

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COVID SECURE POLICY

Escape to the berg...

We very much look forward to welcoming you. The team have taken every possible step to safeguard the welfare of guests and staff. Precautions have been thoughtfully and innovatively implemented to comply with government guidelines, while also ensuring that your experience is not overly compromised or diminished.

We are surrounded by acres of wilderness and many kilometers of estate walks, providing the opportunity to escape and recharge. Come sip a glass of wine in the late sunshine and let the fresh country air still your mind and feed your soul.

Very best wishes,

Jenny and Paul Van Tichelen
Owners

LAKE NAVERONE GUEST ARRIVAL

- We will contact you prior to arrival and give clear instructions regarding our check-in process.
- On arrival you will be greeted at our reception, during office hours (7:30 am to 4:30 pm).
- Our team will maintain a safe distance between you and them at all times, we politely ask you to do the same.
- We will check you in immediately.
- Your room key will be thoroughly sanitized before your arrival.
- We have taken extra care in preparing your cottage. Every room is cleaned with a ULV Bio Mister. This pioneering technology disinfects all surfaces and kills 99.9% of bacteria and viruses. The disinfectant remains active on surfaces for 72hrs, protecting you throughout your stay.
- We kindly request that you bring your own personal pocket hand sanitizer for use throughout your stay.
- We will take your credit card details prior to arrival to ensure a smooth check-in process and minimize the need for contact on the estate. Please note we do not accept cash.
- Please make use of sanitizing hand lotions provided when checking in.

We ask that you:

- Complete a HEALTH DECLARATION/RIGHT OF CONVEYANCE OR ADMISSION RESERVED prior to arrival:
- We also request that you complete the COVID-19 GUEST INFORMATION form, prior to arrival.
- We kindly request you to send these forms back to us in order to avoid hardcopy administration procedures.

Please see attached annexure A.

YOU'RE LAKE NAVERONE EXPERIENCE

- Social distancing measures will be in place in all common areas throughout the estate.
- Please wash your hands when returning to your cottage.
- Housekeeping services, will be available on request only. Where this is requested, we will ask you to vacate and ventilate the room prior to staff entering.
- Housekeeping staff will change their personal protection equipment each time they enter a different cottage.
- Some activities, services and facilities will be limited or unavailable.
- The Manager is our designated and responsible person for all staff and guest COVID-19 related queries.
- Please let us know if you have any concerns. This is a new situation for us all and we want to make your stay with us the most comfortable, relaxing and safe it can be, so we are very happy to hear all and any feedback.

THE WIDER ESTATE

- Our estate walks are open to our guests every day. We ask all visitors to adhere to our hygiene and social distancing regulations.
- Lake Naverone guests have all off our grounds entirely to themselves, at all times.

Emergency procedures

If, prior to arrival, you have any COVID-19 symptoms such as fever, cough, shortness of breath, or loss of taste and smell, we ask that you contact us, before leaving home, so that we can reschedule your stay.

It is important to note, that for the safety of other guests and our team, any guest staying with us that displays symptoms consistent with COVID-19 will be asked to seek medical attention. Should you be advised to self-isolate, we will request that you check out immediately and return home.

Our commitment to you:

- All team members are required to:
 - Stay at home when unwell
 - Practice good personal hygiene, including regular hand washing
 - Maintain social distance
 - Wear PPE when appropriate
 - Follow the company's COVID-19 Secure operating procedures
- Our Senior Management team monitor government guidance daily and act quickly to implement changes and train staff accordingly.

Finally...

We kindly request that you apply common sense and take responsibility for controlling your own personal space and physical distancing when moving around the property. We will greet you with a smile at every blind corner and will let you know we are coming. However, if we do accidentally bump into you, please be assured that our hands are clean.

Kind Regards

Rohan Benadie

Lake Naverone

033 701 1236

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