



Dear Healthy Guest,

The COVID-19 Pandemic is an unprecedented worldwide disaster and we at RIVER PLACE LODGE have aligned ourselves with the recommendations and protocols supported by both the WHO and the local NICD.

Currently at River Place Lodge our highest priority is the well-being of our staff, loyal guests and suppliers during these trying times as their health and safety remains imperative for us to continue in these desperate times.

Amongst many protocol measures in place to manage this dire situation we are endeavouring to monitor all staff and guests who have travelled from high risk areas. We also encourage stringent adherence to all basic hygiene requirements particularly those associated with hand-washing (thorough washing with soap and water is sufficient), covering one's mouth when coughing or sneezing into the crook of the elbow, keeping surfaces clean and avoiding touching one's face plus avoiding to hug and shake hands with others.

#### **HYGIENE & CLEANING PROCEDURES**

- All of the venues are being frequently disinfected and extensively cleaned throughout the day focusing primarily on high commercial activity areas and frequently touched surfaces.
- Restrooms are cleaned and sanitised hourly throughout the day. Plenty of soap and disposable hand wipes are available in all bathrooms.
- Hand Sanitizer stations have been strategically placed at Reservations and at the Restaurant.
- Everyone entering the Lodge premises is obliged to have their hands sanitized at the gate before continuing their journey.
- Staff training regarding COVID-19 awareness and hygiene etiquette has been conducted.
- Good hygiene practice such as washing hands regularly, using disposable tissues when sneezing and disposing of them immediately followed by a hand wash have been promoted.
- No staff member will be allowed to work and/or to come to work if they are showing any signs of illness and will be confined to self-quarantine immediately.
- All staff members in compulsory self-quarantine will be remunerated during their enforced absence.

#### **GROUPS & LEISURE VISITS**

- We will do our utmost to keep our conference and leisure groups separate from each other as far as humanly possible.
- We will keep numbers below the maximum allowed by the Government to gather in public.
- Our restaurant tables are well spaced and far apart therefore ensuring a comfortable social distance.
- There are limited rooms situated well apart from each other thus ensuring our guests will be kept separate.
- Guest rooms are cleaned on a daily basis according to our standard operating procedures.

Please be assured that we at River Place Lodge are passionate about the industry and are adhering to the President's address and all recommendations by the World Health Organisation. We take our responsibilities to reduce the risk of the COVID-19 virus very seriously and are taking the recommended precautions. We would like to assure you that we are working diligently to fulfil our daily commitments to you.

Please do not hesitate to contact our team to set your mind at ease.

Yours in hospitality  
The River Place Team