

The management and staff of VDC Eat/ Val du Charron have signed a pledge to be committed to introducing a COVID-19 protocol that includes but is not limited to:

Screening of guests

In order to prevent an infected person from checking into the hotel guests will be required to:

- complete and sign a questionnaire
- allow their temperature to be scanned with a thermal scanner

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

Should this not be possible we have identified a Covid19 isolation room (room 9).

Screening is conducted by our Front of House.

Educating staff (ongoing) on what the virus is; where the disease outbreak began; ways in which it is transmitted; symptoms to look out for; and daily measures to prevent contamination and spread of viruses in personal, operational and guest spaces.

Training is conducted by our Covid19 compliance officer.

Staff hand sanitisers (alcohol based) have been rolled out in back of house areas (such as kitchen, office, laundry, staff restaurant and bathrooms) as well as front of house guest areas (such as reception desk, bar, restaurant, and conference room). Housekeeping is responsible for maintaining these.

Guest hand sanitisers (alcohol based) are placed in easy reach of guests in public areas of the hotel with a notice encouraging regular use. Housekeeping is responsible for maintaining these.

Personal hygiene is being reiterated, including the importance of washing hands frequently and thoroughly; avoiding touching eyes, nose and mouth; practicing respiratory hygiene (sneezing and coughing into a tissue that is safely discarded or the crook of the elbow), and avoiding touching one's face. Notices have been placed in all common bathrooms and in each guest folder.

Regular routine cleaning of public areas such as restrooms, breakfast rooms, restaurants, tabletops, counters, hand rails, door knobs, back office surfaces and front desk surfaces are wiped down on a regular



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routine throughout the day, with a polycide chemical (a disinfectant cleaner) that kills most viruses. This is conducted by Housekeeping and checked by Front of house.

Protective wear such as protective gloves, aprons and face masks are issued to housekeeping and public area Guest Service Attendants when on duty and cleaning equipment with a sanitising chemical between guest and rest rooms. Front of house is responsible for implementation.

Avoiding close contact with anyone who is coughing, sneezing and feverish. Anyone showing symptoms of respiratory illness to be reported to the Covid19 compliance officer for further action to take place, such as contacting the NICD hotline.

Check-In: All items on the front desk (pen, registration form and room key) and the receptionists' hands are sanitised, in front of the arriving guest, prior to any guest interaction. Guests are required to sanitise hands and credit cards, prior to interaction. The speed point machine is sanitised before and after every use. No cash will be accepted during this time. Credit card and cleared EFT payments only. This is seen to by Front of House.

Only one receptionist may be present behind the reception desk and guests awaiting check-in are to observe social distancing. We are erecting Perspex screens across the front of our reception desk to keep guests and staff safe.

Guest behaviour: Guests are permitted on the farm but must wear a mask outside of their rooms.

Room cleaning: The hotel staff clean each room every two days and exchange linen every three days.

Where guests have checked out, departed rooms are cleaned and sanitised.

Soft finishes and incidentals: To minimise surface contact we have removed all superfluous items such as scatter cushions, spare blankets, pool towels, irons and vanity kits. These are available on request from the front of house.

Turn down Service: this is currently discontinued

Laundry: Linen is outsourced. We attach our laundry contractor's Covid19 policy.

Breakfast standards have been reviewed with the option of a take away breakfast box or a la carte breakfast options presented to guests to avoid any instances of buffet contamination.

Food and Beverage:

Depending on Lockdown Level food service may be limited. We urge guests to follow developments such as opening hours, menu changes etc. on our facebook pages.

Food may be ordered in for delivery from local takeaway restaurants.

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VDC EAT (PTY) LTD: REG NO: 2016/434661/ 07 VAT NO: 482 028 0123

Used crockery and cutlery are placed in the dishwasher and washed at the high temperature.

Alcohol: Depending on Lockdown Level alcohol may not be available for purchase nor consumed in public areas. We urge guests to follow developments such as operating hours etc. on our facebook pages.

Delivery and acceptance of goods:

All goods are received at the office and delivery personnel are directed to report to the office.

Following receipt of goods, the packaging is sprayed and wiped down with sanitiser and left for a minimum of five minutes before packaging is opened.

All surfaces that come into contact with delivered goods must be sanitised immediately.

Conferencing:

Use of these facilities depends on Lockdown Level. We urge guests to confirm availability prior to their visit.

Safety Measures

- Delegates and employees temperature will be scanned with a thermal scanner on arrival at the hotel
- Delegates and employees will be required to complete a screening questionnaire on arrival
- Delegates will be required to exercise increased sanitising and disinfecting practices
- Delegates and employees are required to wear masks except when eating or drinking
- Seating will be spread out to ensure that a 1.5 meter social distancing is maintained

Number of Delegates

- A maximum of 50 people are permitted in the venue

Stationery

- Stationery would be available on request, pens will be sanitised prior to use

Spa:

Trading hours are dependent on Lockdown level. We urge guests to confirm availability of the Spa ahead of their stay.

- Temperature check will be performed at reception
- Guests will be accommodated in individual treatment rooms
- Masks and protective shields will be worn by staff
- Guests in the spa will be limited to two at a time

- Appointments will be scheduled to allow for maximum social distancing
- No more than one couple or guest will be allowed in the relaxation area
- Hand sanitisation before entering the spa will be performed
- Rooms will be cleaned between client consultations
- Hand washing and sanitisation is mandatory before and after serving each client
- Contactless payment is encouraged
- Hands will be washed and sanitised after handling cash
- Common areas will be disinfected periodically
- All bottles and products will be wiped down with a 70% alcohol solution after serving each customer and at the end and beginning of each business day
- Fresh clean towels and linen will be used for each guest
- No guest will be served without wearing a mask
- Gloves will be disposed of after each client
- Pre-booking is essential
- Guests must maintain 1.5 m distance between each other
- Employees or guests with flu-like symptoms will not be allowed to work or enter the premises
- Guests are requested to bring their own blankets
- Food and beverages will not be provided by the Spa
- Basins will be cleaned and sanitised after each use
- Workstations will be cleaned and sanitised between use
- Guests are requested to arrive 10 minutes before arrival for the Covid19 check and consultation procedure
- Guests showing any flu / Covid -19 symptoms are requested to reschedule their appointments
- Guests who would like to purchase product only are requested to whatsapp / mail / phone the spa before coming to the Spa

Cancellations.

We are bound by specific agreements with our tour operators and agents. For direct bookings please refer to our general Terms and Conditions.

The NICD Hotline is available to all staff and guests. In the event that anyone feels ill after travelling from countries with coronavirus, the South African Department of Health advises first phoning the National

Institute of Communicable Diseases (NICD) helpline rather than going straight to a medical facility, to prevent potential contamination. The NICD hotline number is 080 002 9999.

While no one can predict the path of this virus, we are continuously monitoring developments and doing all we can to reduce the risk of potential contamination or spread of disease. We thank you for choosing to stay/conference/dine with us and look forward to delivering on our service excellence promise.