

YOUR JOURNEY WITH GROOTBOS DURING THIS NEW ERA



COVID-19
SAFETY MEASURES

GROOTBOS
Private Nature Reserve ★★★★★



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WELCOME BACK

Grootbos is ready to welcome you back!

The Grootbos team have placed a great deal of thought and care into creating a safe, yet warm environment.

For more information, email info@grootbos.co.za

GUEST ARRIVAL



PASSPORT DETAILS

Guest passport details and itineraries will be provided prior to arrival.



BRIEFING

All guests will be met by their dedicated guide and taken through a 'welcome briefing'. This will include various safety protocols, an entry screening and a personalised itinerary for guests to make the very most of their stay.



ARRIVAL

Sanitising stations have been set up at the entrance to the lodges.



RECEPTION

Reduced contact at check-in and touchless transactions have been implemented as far as possible.



LUGGAGE

Guests luggage will be sanitised and transported to their rooms.

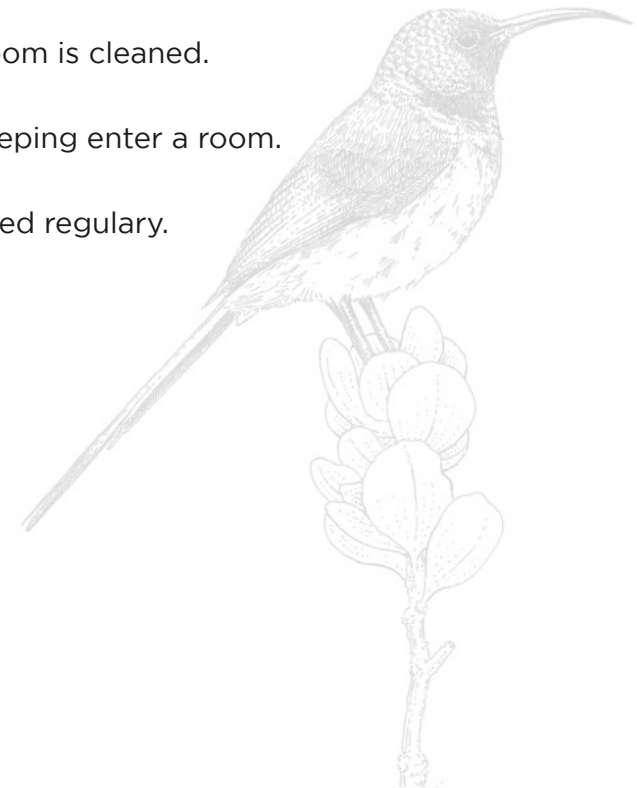
All protocols align with the World Health Organisation, industry guidelines and will be updated on an on-going basis.

ACCOMMODATION



Grootbos is a five star premium eco-luxury lodge with free standing luxury units set amidst the Cape fynbos with spectacular views accross Walker Bay.

- ★ Guests will advise of their housekeeping preferences in their welcome briefing.
- ★ All housekeeping will be wearing masks and gloves at all times.
- ★ Disposable gloves will be changed after each room is cleaned.
- ★ All surfaces will be sanitised each time housekeeping enter a room.
- ★ All outside loungers and furniture will be sanitised regulary.
- ★ Hand sanitiser will be provided in the rooms.
- ★ Isolation facilities are available onsite.



COMMUNAL AREAS



SANITISING

Sanitiser and sanitising stations will be available throughout the lodges. All sanitiser has an alcohol base of 70%.



LODGE

All lodge surfaces will be regularly sanitised and high touch surfaces will be deep cleaned.



SEATING

All seating within the lodges will make provision for secure social distancing.



OUTSIDE

Outside pool areas will be sanitised frequently.



COMMUNAL AREAS

All staff and guests will wear masks in communal areas.



STAFF

All staff will maintain a safe distance at all times.

DINING EXPERIENCE



Dining at Grootbos is an important part of the experience. Fresh, local and organic produce is sourced from our Growing the Future Foundation farm and from local suppliers in line with our sustainability practices.



- ★ Grootbos has the benefit of offering a number of versatile indoor and outdoor dining options and venues that ensure distancing and privacy.
- ★ A dedicated waitron will be allocated to guests and will adhere to safe distancing protocols.
- ★ All meals will be prepared from when the order is placed and will be served plated.
- ★ Room service will be available in line with the new standard practices adopted throughout the industry.



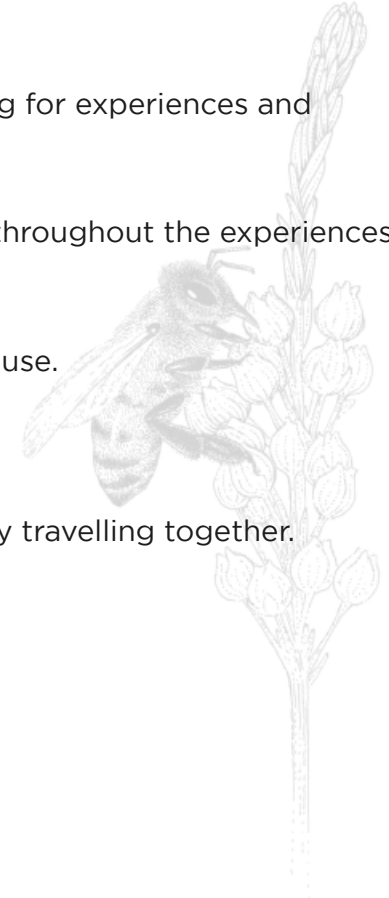


EXPERIENCES



Our activities are an integral part to the Grootbos guest experience and connecting with this unique piece of nature.

- ★ At Grootbos we have the luxury of space and this is an ideal setting for experiences and activities with minimal risk to guests.
- ★ Our expert guides will ensure all sanitising protocols are followed throughout the experiences and hand sanitiser will be available at all times.
- ★ All vehicles will be disinfected and sanitised before and after each use.
- ★ Open seats between guests will be implemented.
- ★ Excursions will be limited to 4 guests, unless they are a larger party travelling together.



LAUNDRY



All Grootbos staff have been trained in the revised procedures and protocols.

- ★ Laundry staff are trained in the new practices and protocols and will wear masks and gloves at all times in the laundry facility.
- ★ All laundry detergents are eco-friendly and disinfectant. Laundry is washed at 90° degrees Celsius and is washed independently of any other laundry.
- ★ The laundry facility and equipment will be sanitised every morning.





GALLERY & SHOP



Items in the gallery shops are sourced from local artists, in line with our sustainability practices and offer an authentic experience to our guests.

- ★ All entrants to the gallery and shop will be required to sanitise their hands prior to entry.
- ★ All transactions will make use of touchless payment methods where possible.
- ★ The shop space will be sanitised twice daily and the number of people in the shop at any one time will be limited.

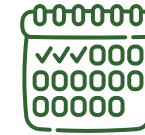


STAFF



MONITORING

All staff will have their temperature monitored prior to commencing each work shift.



DEDICATED MANAGER

There will be a dedicated Covid responsible manager monitoring all practices at each shift.



STAFF

All staff are comprehensively trained in the new procedures and protocols relating to hygiene and Covid awareness.



PPE

All staff will practice social distancing and will have the appropriate Personal Protective Equipment (PPE) wherever necessary.



GENERAL



HEALTHCARE

South Africa has one of the best private healthcare systems in the world.



MEDICLINIC

Hermanus Mediclinic private hospital is a 30 min drive away.



PUBLIC AREAS

Social distancing and masks will be applied in all public areas.



SANITISING

Sanitiser with a 70% alcohol base is used throughout the lodges.



The Grootbos team looks forward to hosting you and sharing our beautiful Grootbos Private Nature Reserve with you.

We encourage you to email us if you need more information or have a specific question regarding our health and safety protocols:

info@grootbos.co.za

**WE LOOK FORWARD
TO HAVING YOU.**

**Safe
travels**

