



RESERVED SUITES

Hygiene Measures & Protocol



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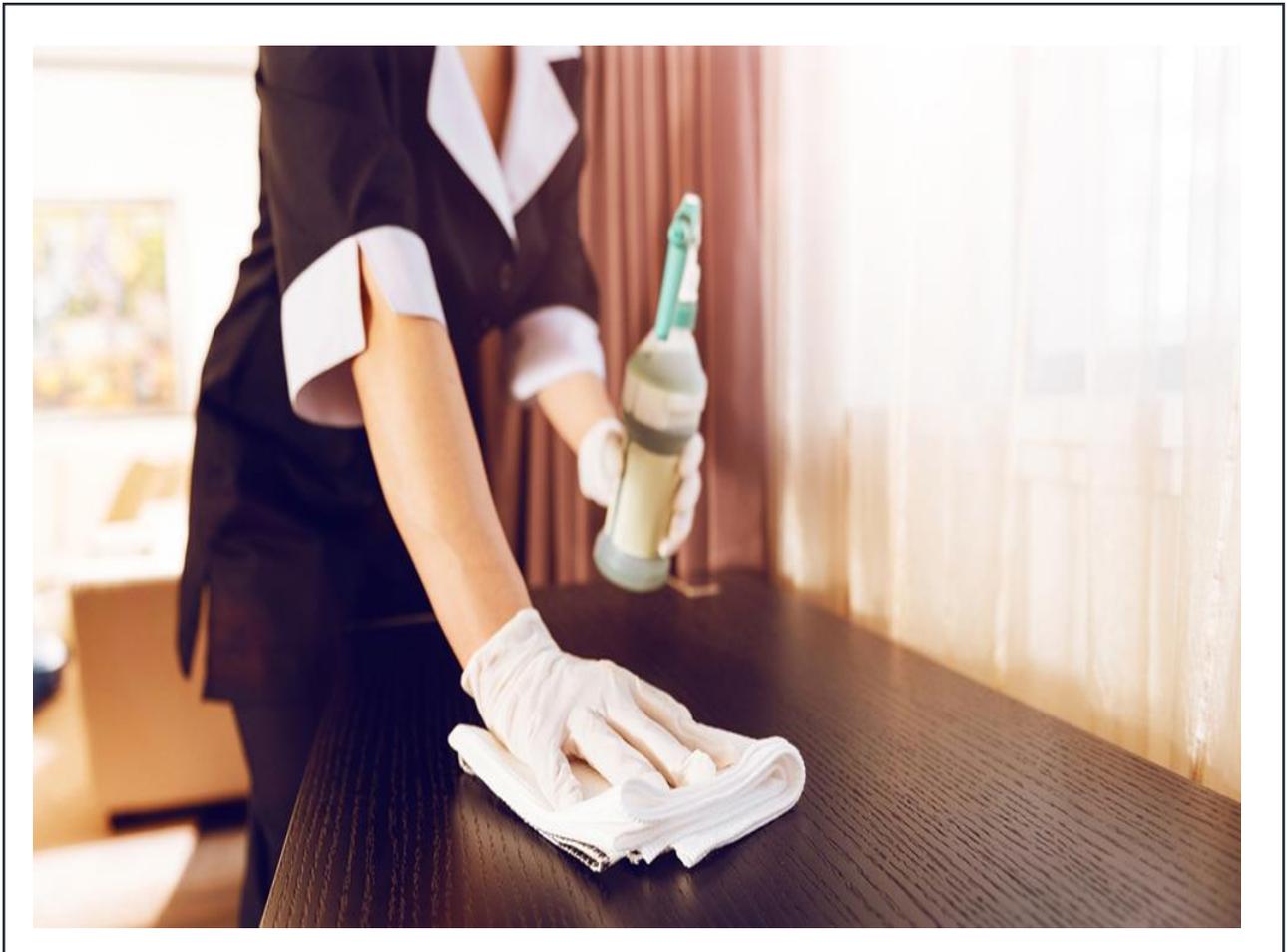
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INTRODUCTION TO HYGEINE & SAFETY

Reserved Suites aims to provide the best possible services and solutions to all its customers. It is therefore crucial that (RS) takes the necessary precautions to accommodate guests whilst supporting their health and safety – making it a clean and caring environment.

Reserved Suites (RS) will therefore implement the following measures and protocols:



BOOKING PROCESS & HYGEINIC MEASURES



Online Booking Process

When making bookings, guests will be required to complete a pre-screening questionnaire which includes declaration of potential COVID19 symptoms. If customers meet requirements, they will proceed to bookings – if not, they will be deferred to a later date.



Pre-Arrival (3 Hours - 1 Day Prior)

The questionnaire filled out during the booking process will be examined the day before / of the arrival, in which a second pre-screening procedure will be implemented. The second pre-screening process will establish if guests are still symptom free – if not, they will be deferred to a later date.



Arrival

Upon arrival, customers will be met by (RS) staff, who will take guest temperatures, provide hand sanitizer and wipes, assist with luggage, and reinforce social distancing procedures. The latest COVID-19 screening technology will also be used. If guest temperatures are above 38 degrees, they will be guided to an allocated cooling room, in which they will wait for (RS) general practitioner to arrive and perform a check-up.



Checking In

Guests who have been cleared will proceed straight to check in, where guests will be grouped, and social distancing ques enforced. Whilst those who have been assisted by (RS's) general practitioner will either be cleared, deferred to a later date, assisted to a dedicated quarantine room, or sent to the nearest hospital.





Whilst on Stay

Upon checking in, guests will be allocated to their rooms and furthermore grouped accordingly to prevent the formation of large crowds and increased risk of transmission. Groups will be allocated different times to use services and commodities in the building etc. (RS) will also provide facemasks and sanitizer to guests who do not have or have lost their masks.

Ongoing Screening for Guests – Guests will be checked for symptoms and have their temperatures taken daily, should any guest test positive during their stay, a risk assessment will be implemented : identifying areas and people who have been in potential contact. Patient will be quarantined until assisted by medical practitioner.

Screening for Crew – (RS) employees are required to wear masks, gloves and to sanitize regularly. (RS) crew will be screened on the premises at least x3 per day. If employees are experiencing symptoms they will be quarantined until assisted by the medical practitioner –depending on results, employees will either be cleared, sent home, sent to the cooling room or to the nearest hospital.



PUBLIC AREAS & ADDITIONAL SERVICES

Sanitation of Public Areas



Dispensers – variety of dispensers with sanitizing gel will be regularly available to all customers across the hotel.



Air Conditioning – double sanitation of air conditioning systems and filters to ensure ventilation system is clean and efficient.



Masks & Sanitizer – ensuring guests have masks & providing sanitizer.



Social Distancing – will be reinforced across all areas of (RS,) including the common lounges, bars, gym, restaurants, outside and inside areas etc.

Additional Support & Services



Medical Practitioner on board.



Ambulances on standby.



Smart Apps/ temperature scanning tablets



Three dedicated suites for isolation



Continuous cleaning and disinfectant of all surface areas (furniture, doors, handles, bins, toilets etc)



Cleaning detergents and operations that apply to WHO and SAHPRA guidelines will be used.



Staff & Training (all staff will be trained according to WHO and SAHPRA guidelines).



HYGEINIC IN PRACTICE

HOTEL FLOOR PLAN

Not to Scale



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