



# Berg River Resort

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## COVID 19 MEASURES AT BERG RIVER RESORT

### 1. GENERAL

We are committed to the safety of our staff and guests. In this regard we ask guests to adhere to the regulations as set out by Government. These regulations include but are not limited to, social distancing, wearing of face masks and sanitising of hands on a regular basis.

Berg River Resort staff have undergone training in health and hygiene practices and have been issued the appropriate protective clothing. Sanitisers have been installed at all the chalets and communal bathrooms.

We will be guided by the industry protocols.

### 2. BOOKINGS AND PAYMENTS

In order to minimise the contact between the office staff and guests all bookings and payments must be done before arrival. This includes bookings for camping, although the actual allocation of sites will still be on a "first come first serve" basis after entering the resort.

### 3. CHECKING-IN

We are looking at ways to do the screening questionnaire and travel history before arrival. The guest screening questionnaire is on our website. This will ensure that contact between staff and guests are kept at a minimum. The temperature monitoring will be done according on arrival.

Guests to arrive before 7pm to allow for temperature screening. Floor markers will be used to manage queues. Vehicle discs will be emailed prior to arrival.

### 4. CHALETS

All bedding and pillows have been removed from the chalets. **Guests are required to supply their own bedding and pillows.** This decision was made to mitigate the risk of contamination and will be applicable until further advised. Chalets will no longer be serviced.

### 5. COMMUNAL BATHROOMS

Please limit the number of people using the communal bathrooms to adhere to the social distancing rules. A work register will be implemented and displayed to enable guests to follow the sanitization schedule throughout the day.

**WE LOOK FORWARD TO HOSTING YOU AT BERG RIVER RESORT!**