



Date: 21 March 2020

RE: COVID-19 (Coronavirus) Precautions

Dear Valued Guest

As citizens of not only South Africa, but the world, we are all aware of the heightened need for cleanliness and hygiene. We pride ourselves on our existing hygiene levels, but in response to the COVID-19 virus, we have implemented critical additional cleaning and hygiene safety precautions which we would like to share with you.

**RECEPTION:**

- Hand sanitizers and wet wipes are available at all point of contact areas.
- Reception staff will maintain a respectful distance during check in and check out.
- All Hotel staff are regularly washing their hands and where necessary using gloves.

**ROOMS:**

- Housekeeping have been supplied with sanitizers to use when cleaning rooms.
- We have added disposable cutlery and crockery into our rooms as an alternative.
- We are making use of only 50% of our room's inventory and focusing on those rooms ensuring that the cleaning attention to detail in those rooms is of the highest standard.
- Whenever possible, we will allow each room to remain vacant for one night after each guest check out
- Our room service team in on standby to deliver your meals to your rooms should you wish to practice social distancing.

**BAR AND RESTAURANT - THYME @ ROYAL PALM**

- As per the latest government directive, the bar will close at 6pm from Monday to Friday and 1pm on Saturday and Sunday. No Alcohol may be consumed after these times at all.
- Restaurant capacity will be limited to a maximum of 50 people at any one time. Should it become necessary, we may ask guests to make breakfast reservations during time slots.

**GYM AND VITALITY CENTRE**

- Unfortunately, the Gym, Vitality Centre and Sauna will be closed.

**CONFERENCE CENTRE AND BOARD ROOM**

- The Royal Palm Board Room remains open for guest use.
- Conferences will be limited to a maximum of 50 people.
- Sanitizers will be provided for all Conference guests making use of the venue and to further ensure guest well-being the Conference centre has its own private bathrooms

Please bear with us during the difficult time. Your health and comfort are our primary concerns. The above procedure will be updated on a regular basis, based on best available scientific advice and government directives. Should you have any questions or concerns, please feel free to contact us at reception by dialling 2000.

Kind Regards,  
Royal Palm Hotel Team