



ROUGE ON ROUGE BOUTIQUE HOTEL COVID-19 PROTOCOLS

At Rouge on Rose Boutique Hotel, we take hygiene and cleanliness very seriously; we regularly review and improve our protocols and operating procedures in accordance with government guidelines and industry best practices. Our health and safety measures address a broad spectrum of health and safety considerations and include everything from handwashing hygiene and cleaning product specifications to the guest room and common area cleaning. Our post-Covid-19 strategy has been developed to ensure the safety and wellbeing of both guests and staff and includes the following:

OUR GUEST ROOMS

Rooms remain vacant for 48 hours before and after every guests' stay and we are only operating at 50% of our total capacity. Our upgraded cleaning protocols ensure intensive deep-cleaning and disinfecting of rooms in between guests' stay with a special focus on items such as television remotes, telephones, light switches, bedding, and all in-room equipment. Rooms are cleaned and disinfected during guests' stay too.

OUR PUBLIC AREAS

Public areas are regularly cleaned and disinfected throughout the day, with emphasis on high-contact items such as doors, door handles, and light switches. Hand sanitizer is available to all guests in their rooms, throughout Rouge on Rose Boutique Hotel's public areas as well.

THE BACK OF HOUSE

Cleaning and disinfecting of areas where staff work "behind the scenes" is very important to us. Special attention is given to regular sanitizing of our linen room, staff room, kitchen, and laundry areas, and new procedures regulate the disinfection of linen and prevention of contamination in linen handling.

ON ARRIVAL

Guests will be asked to sanitize hands and luggage will be sanitized before proceeding to the reception desk. In accordance with government regulations, the guest temperatures will be measured, and relevant information will be taken. These measures will be implemented in as non-intrusive a manner as possible while respecting personal boundaries.

OUR RECEPTION

Guests will encounter touchless check-in and transactions, front desk screens, hand sanitizer stations, sanitized registration, and keys as well as paperless check-out.

PUBLIC AREAS: Social distancing and the wearing of masks is observed in all public areas and when interacting with staff. Increased frequency and deep cleaning of high-touch surfaces and hand sanitizers readily available in all public areas ensure a spotless and safe environment for guests.

OUR STAFF

Enhanced COVID-19 awareness training and comprehensive hygiene and prevention training programs for all team members have been undertaken and compliance is rigorously monitored. Meticulous attention is given to back-of-house areas, including staff entrances, lockers, laundry, and offices. Personal Protective Equipment (PPE) (i.e., masks, visors, and gloves) for all staff as appropriate including housekeeping and kitchen team members. Staff is monitored daily for symptoms and temperature before entering the property every day and our appointed Covid-19 Compliance Officer maintains a running check on all aspects of health and safety throughout the property during the course of the day.

FOOD & BEVERAGE

Stringent new kitchen, food handling, and service protocols are in place and the kitchen team has been extensively retrained. Our F&B team don full PPE while preparing and serving food.

SIGNAGE

Health and hygiene reminders are posted throughout the property including reminders to physically distance, wash hands, and wear masks, among others.

PRIVATE HEALTHCARE

South Africa boasts the highest standard of healthcare in Africa, with an extensive network of private doctors, specialists, and clinics. Healthcare facilities and services are easily accessible nearby the hotel. We have also adjusted our booking terms and cancellation policies to give you flexibility and peace of mind. For any questions, please contact us!