



VILLAS AND
HOTELS
FOR AFRICA

BeSafe

WITH VILLAS AND HOTELS FOR AFRICA

Covid19 has changed the face of Hospitality for the foreseeable future. Gone are the days of carefree travelling, to be temporarily replaced with carefully controlled business travel.

The health threats caused by the Coronavirus have forced the hospitality industry to take more care than ever to protect its guests. We at Villas and Hotels for Africa, have gone to great lengths over the past few weeks to ensure that all the properties we use conform to the health regulations imposed on our industry, by the Department of Health as well as the NICD. Every property we book for you, has signed and agreed to uphold the Tourism Industry Safety Protocols as outlined by TBCSA.

On lockdown level 3

ONLY business travel is permitted.

Meetings and events are not allowed at this time.

Should you require self-isolation or self-quarantine accommodation, this must be specified, as different properties are equipped for different types of bookings.

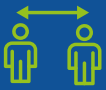
YOUR SAFETY IS OUR PRIORITY, IF YOU NEED ANY ADVICE OR REQUIRE ASSISTANCE,
CONTACT US ON 021 948 2062 OR STAY@VILLASANDHOTELS.CO.ZA, WE WANT YOU TO **BESAFE!**

DURING LOCKDOWN LEVEL 3:

What GUESTS can expect at the HOTELS



Every property will have signed a pledge to agree and uphold the TBCSA protocols for the hospitality industry to ensure guest safety at all times.



Physical distancing measures are in place. Please observe signage and space markings.



Temperature screening on arrival and daily thereafter.



Hand sanitizer will be available at all public areas and in guest rooms.



Minimal cash handling, pay by credit card if possible.



Lifts usage will be controlled. Please observe signage.



Masks and personal hand sanitizers will be made available on request.



All public areas are cleaned and sanitized daily.



You will be required to complete a Travel Declaration form to record your current state of health and travel history.



All hotel staff will be wearing masks and other PPE at all times.



Expect limited service: no turndown, no meals in restaurants. Take note of what is indicated on your check-in voucher.



Use of hotel gym, salons, spa or restaurant will not be permitted in level 3.



Room cleaning may be reduced. Limited linen change to reduce contamination risks.



Room turnaround, if possible. Rooms will be left vacant 48-72 hours between guests.



What guests can expect from us, Villas and Hotels for Africa

1

We only use hotels that have safety protocols* in place and have signed the TBCSA pledge to uphold these.

**If you find a hotel has not met any of the criteria above, please inform us.*

2

Your check-in voucher indicating hotel's safety protocols and check-in requirements.

3

We will request a copy of your Essential Services permit and permit to travel, as well as your ID and home address to be forwarded to hotel prior to arrival.

What is expected from you, the GUESTS

1

Travel with your Essential Services and travel permit from your company, as well as ID or passport.

2

Travel with a mask. To be worn at all times in public, other than in your hotel room.

3

Travel with your own personal hand sanitizer at all times and use it frequently.

4

Spray your luggage with hand sanitizer, before opening it in your room.

5

Observe distancing rules and look out for signage and queue markings at the hotels.

6

Don't travel if you are sick, coughing, sneezing or unwell in any way.