

HOTEL HEALTH AND SAFETY PROTOCOLS

It's a brave new world but we still endeavour to provide relaxing stays and exciting times. We pledge to show commitment to providing a safe environment in light of the COVID-19 pandemic.

THE PEERMONT CARES PLEDGE

Peermont commits to monitor and follow advice and guidance from the WHO (World Health Organisation) and local health and safety institutions. We strive to assess and mitigate all risks faced by our guests and employees through comprehensive communication and education, vigilant health and safety protocols and diligent monitoring of required hygiene standards. For more information visit <https://sacoronavirus.co.za>

When visiting our Resorts we will be vigilant to provide a safe and secure environment:

- Education - All our employees have been educated on the best practices and have temperatures recorded upon entry
- Awareness - Educational signage is displayed for both employees and our guests
- PPE – All employees are required to wear certified personal protective equipment (PPE) at all times
- Social Distancing - We employ social distancing through demarcated areas and physical barriers where required
- Hygiene – All areas and touch points are thoroughly and regularly cleaned.

UPON ARRIVAL

For your protection we have the following protocols in place when you arrive:

- Education - All our employees have been educated on the best practices and have temperatures recorded upon entry
- Awareness - Educational signage is displayed for both employees and our guests
- PPE – All employees are required to wear certified personal protective equipment (PPE) at all times
- Social Distancing - We employ social distancing through demarcated areas and physical barriers where required
- Hygiene – All areas and touch points are thoroughly and regularly cleaned.



CASINO PROTOCOLS

- Slot machines have been spaced out for your protection, however where this is not possible, only every second machine will be available for play
- Slot machines are regularly sanitized and disinfectant wipes will be available
- To assist with social distancing the following limits have been placed on tables games:
 - o Punto Banco: 5 seated players plus 2 standing players if bets are placed
 - o Blackjack: 4 seated players
 - o Poker: up to 5 seated players with dividers
 - o Baccarat: 5 seated players plus 2 standing players if bets are placed
 - o American Roulette: 5 players with dividers
- Chips and cards will be sanitized regularly
- All social distancing protocols are in place at the Cashiering Desk and Winners Circle Desk. The use of the winners Circle app is recommended.



HOTEL PROTOCOLS

All rooms are cleaned with utmost care and prepared and sealed to ensure your stay is relaxing and care-free.

- ✿ Rooms are deep cleaned and hygienically sealed
- ✿ All non-essential and high touch-point objects have been removed (e.g. magazines, decorative cushions etc.)
- ✿ The mini bar is cleared for your safety
- ✿ Room amenities (i.e. tea/coffee packets) will be pre-packed
- ✿ Room service is recommended and meals will be delivered in sanitary packaging



CONFERENCING PROTOCOLS

- ✿ Complimentary items (i.e. water, mints etc) will be provided individually and all glasses to be protected by sanitary cap lids
- ✿ Pens and notepads will be provided on request and must be taken with.
- ✿ Coffee / Tea Breaks will have individually wrapped food items and stations will be manned by a conferencing employee to minimize touching of coffee machines and other items.
- ✿ Plated meals will be served during lunch breaks or dinner banquets – no buffets.
- ✿ Dining tables will seat 4 – 6 persons to ensure social distancing is maintained.
- ✿ Cutlery and disposable napkins will be provided in individual sleeves



OTHER

- ✿ Dining facilities (where open), are restricted to limited numbers
- ✿ Elevators are limited to no more than two persons at a time. Using the stairs is recommended



During these challenging times we will endeavour to provide the best service and ensure your stay is warm and friendly, and you have peace of mind.

We look forward to welcoming you back.