The future of all your travel plans have taken on a very different view, but a safe, secure stay is as always our top priority, to ensure we deliver the best Home away from Home experience.

The world is adjusting to new standards and travel norms. As such, we have enhanced our cleanliness regime to support your personal wellbeing throughout your stay and have implemented new science-led protocols and service measures to ensure the safest possible stay at our hotel.

Your safety is our concern. Indaba follows the guidelines and hygiene policies of the World Health Organisation (WHO), the South African Department of Health (NDoH), and the National Institute for Communicable Diseases (NICD).

Our commitment to a “best practice hotel” through good cleanliness and wellbeing:

We have implemented improved rigorous and thorough health and safety procedures, using industry approved cleaning materials and suppliers. In all areas of the hotel operation you will see evolved procedures for your safety:

- **GUEST SCREENING:** All guests are required to be screened on arrival, which includes completing and signing a questionnaire and allowing their temperature to be scanned. Should a guest’s temperature fall below 37.5°C, they will be required to sanitise their hands and proceed to check-in. All guests who measure at a higher temperature and/or they have symptoms of the virus they will not be allowed to check-in and will be referred to a medical facility as specified by the NICD.

- **FRONT DESK AND RECEPTION:** Reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitised key-cards, less paper check-out.

- **GUEST ROOM:** Verified labelling of sanitised high touch items (e.g. glassware, remote control), hand wipe amenities and new laundry protocols. All non-essential items i.e. decorative cushions and throws have been removed in order to reduce the spread of the virus.

- **PUBLIC SPACES AND FACILITIES:** Sanitizer stations, added deep cleaning of high touch surfaces, social distancing spacing, updated ‘last cleaned” charts and best practices for all public areas, including but not limited to restrooms, restaurants, boardrooms, speed point machines, fitness centres, swimming pools, guest lobby and lounge areas. Only critical areas and facilities will be opened.
• FOOD & BEVERAGE: Indaba prides itself with on excellent standards within all food and beverage outlets. New cleanliness standards and service approach to social seating spacing and touchless food ordering and service styles for restaurants, bars, conference, banqueting and room-service. Buffet style service will be served by staff in accordance with hygiene standards for guests during this period. Menus will be provided in a disposable form. Lunch and dinner will be served as a la Carte or Table d’Hote as far as possible.

• CONFERENCING: Conference facilities will offer social distance seating configurations and capacity will be restricted as outlined in the Government Gazette. All guest screening measures will be followed as per guest check-in procedures. Conference tea / coffee stations will offer individual or served snacks. Sweets for conferences will be wrapped with utmost care. All non-essential items i.e. desk pads have been removed in order to reduce the spread of the virus. Sanitizer stations, added deep cleaning of high touch surfaces and social distancing spacing will be prioritised.

• SOCIAL DISTANCING: Queuing guidelines are in place to ensure that there is no less than 1.5m between people. Restaurants are restricted to maximum numbers as outlined in the Government Gazette, with social distancing measures in place. In-room dining is encouraged wherever possible.

In addition we have the following general best practices in place:

• Cleanliness information procedures for all areas are available
• All hotel staff have received training on COVID-19 preventative measures and hygiene protocols
• All hotel staff are equipped with the necessary PPE and subscribe to frequent health monitoring
• Biohazard boxes are provided for the safe disposal of PPE
• All hotel staff temperatures are checked and recorded as they arrive at the workplace and report for duty
• Visible social distancing operating procedures and signage
• Guidance on the use of protective equipment as necessary by hotel colleagues
• Updated staff training and certification
• Sanitizer stations at high-touch points throughout the hotel property

Our Hotel Promise:

We are committed to maintaining the highest level of cleanliness in line with industry best practice. Our staff and guest safety is our top priority which we will deliver through the great service you have always been accustomed to.

We do hope that these measures give you reassurance as you make your future travel plans – when you are ready to travel again, we will be ready to welcome you.