

COVID-19 security protocol

In response to the Covid-19 pandemic, we would like to introduce a security protocol in Kapensis Guesthouse, providing you and our employees with conditions for both comfortable and safe stay and work.

All our employees have been trained on best-practice hygiene and sanitisation and will not be offering you the outstretched handshake you are used to. Instead, a friendly smile will greet you warmly and welcoming upon your arrival and during your stay. Hand sanitizer are freely available in all our rooms & public areas.

To reduce person-to-person contact and the risk of infection a continuous and stringent social distancing etiquette has been implemented.

Our public areas will be regular disinfected.

Check-in procedure:

- Temperature Testing:
 - If a guest's temperature is high (actual temperature at screening should not exceed 37.5 degrees Celsius) and / or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility
- Disinfection of luggage
- Disinfection guest
- Fill & sign Covid-19 questionnaire
- Check-in times 15:00 – 18:00

Reception:

- The reception area and guesthouse entrance are disinfected at least once an hour and regularly ventilated
- Check-in, Check-out, and other guest services in the reception take place individually, with the number of people limited to two from one booking
- Hand sanitizer, gloves and disposable pens are available at the reception
- The reception desk, payment terminal and room keys are disinfected on a regular basis and must be disinfected after each Check-in and Check-out
- The check-in procedure includes mandatory health declaration. Failure to express the statement may result in the inability to provide the hotel service
- Reception staff work in disposable gloves, and the registration procedure takes place in face shields.

During the stay:

- Daily temperature Testing
- Guests

Check-out:

- Temperature Testing
- Check-out times 08:00 – 11:00

Food & Beverage:

- Breakfast:
 - Breakfast will be served in the guest room or in the dining area with a reduced number of seats on a pre-order base
- Dinner:
 - Dinner will be served in the room, on the patios, by the Lapa or in the dining area with a reduced number of seats on a pre-order base
 - We will just offer a daily changing 3-course or 4 course meal in the evening
- Honesty Bar:
 - During Covid-19 the Honesty Bar remains closed, drinks can be ordered via What's App and will be delivered to the room entrance door.
- Waiter trays are regularly disinfected, cutlery, porcelain and glass are scalded each time in accordance with sanitary procedures
- Room service is free of charge
- Restaurant staff work in disposable gloves and masks / face shields, maintaining a safe social distancing

Accommodation:

- Sanitization and deep clean prior to arrival
- The bedding is changed according to safety standards
- No Daily housekeeping service only on request and under supervision
- All rooms are equipped with hand sanitizer
- Cleaning staff is working with gloves while maintaining a safe distance from guests
- The vacuum cleaner is each time disinfected and the cleaning materials are used to only one room
- All rooms provide information on the applicable security policies and procedures

Public Spaces:

- Door handles, handrails, light switches, and doors are disinfected several times during the day
- Hand sanitizer is available in all public areas
- Only guests of the guesthouse and employees are allowed to stay on the premises

Employees:

- All employees are regularly trained in compliance with safety standards and procedures in accordance with the requirements of WHO, IGHP and the Ministry of Development
- After coming to work, each employee undergoes a well-being check-up, in case of negative symptoms the employee is not allowed to work
- Each employee performs his duties in disposable gloves and, in accordance with requirements, in a mask or protective face shield, in parts of the facility where direct contact with the guests take place
- Employees have access to disinfectants – liquids, wet wipes, and personal protective materials

- Common rooms for employees – sanitariums, toilets and facilities are disinfected regular, using all safety standards

