

# Guidelines on how to report non-compliance issues



**Report your concerns to management first**



If your concerns are still not resolved you can report them through the following channels:

- COVID-19 Business Safety Complaint Form: [coronavirus.westerncape.gov.za/BusinessSafetyComplaint](https://coronavirus.westerncape.gov.za/BusinessSafetyComplaint)
- Contact centre: 0860 142 142 select option 4
- Please call me:
  - Vodacom & Telkom - \*140\*0673324808#;
  - MTN - \*121\*0673324808#;
  - CellC - \*111\*0673324808#

You can also contact the National Department of Tourism at **0860 868 747**



Lastly, in serious cases, you can report infringements of the law to the **South African Police Service**.

Refer to <https://www.westerncape.gov.za/general-publication/safetravels> for useful tools and resources.



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# Laundry protocols



1. Always wear appropriate PPE including disposable shoe covers



2. Sanitise all surfaces and entire area after each shift



3. Sanitise the washing machine entirely from both inside and outside.



4. Soiled linen trolley must be washed with soap and water and then sanitised



5. Clean and sanitise door handles, all surfaces, laundry baskets and trolleys,



6. Sort each load of laundry separately, do not mix.



7. Remove dirty PPE correctly before handling clean laundry.



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# Visitors



1. Wash your hands frequently



2. Cover a cough or sneeze



3. Wear a cloth mask in all public areas



4. Keep your distance



5. Seek help if ill

International tourists who are in distress and require support may call:

- **Neo: 082 554 2010** (Tourism Safety Officer for Cape Town, Overberg, Winelands & West Coast).
- **Ilze: 082 972 2507** (Tourism Safety Officer for Garden Route and Karoo)

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# Food safety protocols



1. No Buffet or self service will be served



2. Use disposable cutlery and crockery as far as possible



3. Use individual coffee/tea/sugar packets



4. Use floor markers to keep distance



5. Rearrange tables to allow for social distancing



6. Always maintain social distancing when serving food



7. Do not keep individual menus



8. Take-away style room service is recommended



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## Front of house protocols



1. Maintain physical distancing by using floor markers



2. Monitor temperature of guests



3. Keep a record of all visitors



4. Keep the reception and all areas at the front of house clean



5. Sanitise credit card machines and desks



6. Sanitise hands before and after handling luggage



7. Ensure guests wear cloth masks when in public areas except while eating and drinking.



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## Housekeeping protocols



1. Clean and sanitise door handles, furniture, all surfaces, TV remotes and other movable items,

2. Remove all unnecessary decorative pieces



3. Always wear appropriate PPE



4. Clean PPE & shoes between rooms



5. Open the windows when cleaning the rooms or switch on the airconditioners



6. Disposable gloves should be worn when cleaning bathrooms



7. All equipment, mops, wet cloths etc., should be sanitised by dipping in sanitising solution after each room clean.



8. Use disposable cutlery and cups in the rooms



9. Only put out individual coffee/tea/sugar packets



10. Sanitise all kettle, trays and containers in the room



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