

# PEPPERCLUB PROTECT

OUR COMMITMENT TO PROTECTING YOUR WELLBEING

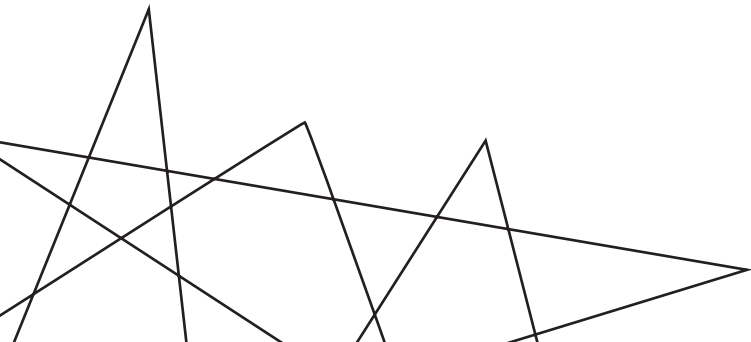


The safety and wellbeing of our guests and colleagues are and have always been our top priority. We have closely been following the global and local implications that the novel Coronavirus has on the travel industry and adapted to better our operations.

Pepperclub Hotel has been active in implementing **Pepperclub Protect**, a preventative protection program that ensures the health and safety of our Employees and Guests. Our cleanliness protocols have been advanced and redesigned as we have partnered with Ecolab

sourcing quality sanitization products. We have invested in new technologies and UV sterilization while incorporating routine cleaning procedures and training.

To further protect our Guests, we have developed a comprehensive isolation and contingency plan for reporting suspected or confirmed illnesses. Our Health and Safety manager will also be onsite to manage. We are ready and equipped to welcome back our guests and look forward to providing each guest a safe and memorable stay.



**pepperclub**  
HOTEL



# OUR NEW WELCOME



- Non invasive temperature checks will be conducted and recorded on all arrivals through a non-touch forehead thermometer
- Hand sanitizing will be mandatory for all individuals entering the hotel
- Meet and greet with our friendly reception team through a non-invasive Perspex screen avoiding any direct contact
- Express check in available with UV sanitized key cards, a detailed travel declaration form, and all necessary equipment available as stipulated by WHO
- All staff members will wear face masks and the appropriate PPE to protect our guests
- Complimentary hand sanitizer and face masks will be available for those in need



## PUBLIC AREAS



- Automatic hand sanitizer stations will be available in all public areas and our elevator landings
- Staff located in the Lobby area will conduct non-invasive temperature checks on all guests returning to the hotel throughout their stay, which will be recorded and monitored by our health and safety representatives
- Elevators are regularly sanitized and deep cleaned.
- Lift capacity will be restricted to only 2 guests allowed at a time
- Our dedicated housekeeping team will follow routine cleaning schedules using certified chemicals in all public areas
- These areas have been rearranged to adhere to social distancing requirements
- Automated taps and handwashing dispensers have been installed in all public restrooms



## GUEST ROOMS



- Pepperclub Hotel has partnered with Ecolab sourcing certified cleaning products in line with WHO recommendation
- In collaboration we have developed the enhanced 10- points cleaning system
- A specialized fog machine will be utilized to disinfect and clean the entire room prior to a guest checking in and following their departure
- All rooms have individual air-conditioning and not a HVAC central system
- Limited turn down services will be offered to reduce contact if preferred by our guests
- Complimentary hand sanitizer will be available in all the rooms for our guests
- All major access items will be sanitized and disinfected including but not limited to, surfaces, TV remotes, telephones, AC panels, and door handles
- Housekeeping and maintenance teams will be equipped with the appropriate PPE to ensure their safety and protection, and to limit any cross contamination
- Following every departure our rooms will be deep cleaned and sanitized followed by a secondary inspection from our housekeeping supervisors
- After the room has had a final inspection the door will be sealed to reassure our guests that their room has not been accessed following the deep clean

## COPA, RUBY'S AND BAR



- Upon entry into Copa, Ruby's Bakery, or Bar area it will be required of our guests to sanitize using the available sanitiser provided
- Pre booked time slots will be preferred to ensure we maintain a socially distant environment for all guests
- We have arranged our dining areas to hold the recommended capacity and we will adhere to the guidelines as per government regulations
- Food and beverage offerings have been altered and changed to ensure optimal hygiene practices are followed and all food will be prepared under strict hygienic procedures
- All cutlery will be available in pre packaged sets to ensure each guest is provided a clean set of utensils
- All food and beverage outlets will be disinfected daily, including tables and chairs being cleaned after each guest

# SPA, POOL AND FITNESS CENTRE



- Our spa manager has designed and implemented new safety and hygiene operating procedures to obtain the highest possible sanitization for the protection of you as our clients and our spa team.
- All Linen and equipment used during treatments are followed through with a 3-step sanitization process
- All disposable items used during treatments will be for one time use and discarded after use
- Automatic sanitization machines will be placed at the entrance of each of these areas, where it will be required for guests to utilize while entering and exiting
- All areas will have limited access with a maximum number of guests permitted at a time
- Our housekeeping team will follow the same routine cleaning protocols for these areas to ensure a safe and sanitary environment



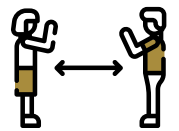
## TRANSFER SERVICES



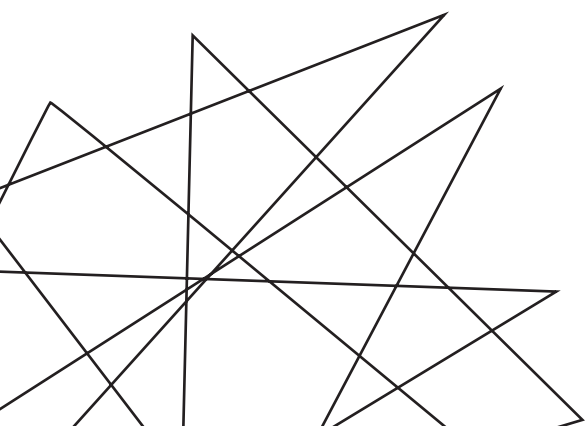
- Pepperclub Hotel will continue to offer airport transfer services for our guests including private transfers in and around Cape Town
- Protective screens have been installed between the front and back seats to provide safety for our drivers and Guests
- All drivers will be required to wear the appropriate Personal protective equipment to assist in preventing any cross contamination within the vehicles
- Our vehicles will be deep cleaned daily with high-intensified fog and approved cleaning chemicals following each completed transfer
- We will adhere to the social distancing guidelines for transport, which will be communicated to our guests upon request
- V&A waterfront shuttles will be offered on reserved basis which will need to be pre-booked with our concierge team
- We have implanted new procedures according to transport guidelines to ensure that we are providing safe and sanitized trips



## STAFF AWARENESS



- Open communication with all staff regarding new policies and procedures to maintain standards in offering a clean and safe accommodation offering
- Strong focus on offering our guests a quality 5-star experience while staying committed to protecting our guests
- All staff members will be required to enter a walk-through disinfecting booth upon arrival at the hotel
- Temperatures will be taken and recorded upon arrival, during breaks and leaving property.
- Team members will undergo regular training of all new regulatory health and safety protocols including covid-19 awareness
- Bi-weekly health and safety meetings will take place with a representative from each department to cover any updates or regulations in place from WHO, South African Government, or FEDHASA
- Personal protective equipment will be provided for all team members and worn through the duration of their shifts
- Team uniforms will be washed daily and treated with specialized chemicals
- All staff will be monitored and closely supervised to ensure all health and safety protocols are followed and that strict hygiene measures are in place
- 30-minute alerts will be set for staff to ensure thorough and regular hand washing
- Social distancing has been implemented in all staff areas including their workstations





**pepperclub**  
HOTEL  
★ ★ ★ ★ ★

**PEPPERCLUB.CO.ZA**

**+27 (0)21 812 8888 | [info@pepperclub.co.za](mailto:info@pepperclub.co.za)**

Corner Loop and Pepper Street | Cape Town | 8001  
PO Box 16007 | Vlaeberg | 8018

Reservations  
[reservations@pepperclub.co.za](mailto:reservations@pepperclub.co.za) | +27 (0)21 812 8899