

# COVID-19



THE ROYAL PORTFOLIO

**BIRKENHEAD HOUSE**

While our hotels were closed due to the South African government's lockdown regulations, we were carefully planning protocols and procedures to protect our guests and staff. We also used the time to engage with and train staff and to renovate and upgrade our properties.

Each of The Royal Portfolio's properties adheres to the strictest hospitality protocols issued by The Tourism Business Council of South Africa as well as World Health Organisation recommendations. We have taken extensive additional measures to ensure complete peace of mind for our guests by enforcing strict social distancing across our operations. We look forward to once again giving our guests a complete experience and a perfect stay.

## GENERAL



PRIVATE HOTEL WITH NO PUBLIC ACCESS AND LOTS OF SPACE.



CONTACTLESS CHECK-IN, CHECK-OUT AND PAYMENTS.



GUESTS WILL BE OFFERED A ROYAL PORTFOLIO MASK ON ARRIVAL TO BE WORN IN ALL COMMON AREAS.



70% ALCOHOL BASED HAND SANITIZER AVAILABLE IN ALL AREAS.



ENHANCED HOUSEKEEPING AND ROOM SANITIZATION PROTOCOLS IMPLEMENTED.



STRICT HYGIENE PROTOCOLS APPLY TO OUR OUTSOURCED TRANSFER COMPANIES (AIR AND GROUND), SUPPLIERS AND DELIVERIES.

# TEMPERATURE SCREENING



GUESTS TO UNDERGO A TEMPERATURE CHECK ON ARRIVAL AND REQUIRED TO COMPLETE A SHORT ONLINE MEDICAL QUESTIONNAIRE.

# STAFF



OUR STAFF AND OPERATIONS WILL WORK ON A ROTATION BASIS.



STAFF TO WEAR MASKS AT ALL TIMES.



STAFF RETURNING TO WORK WILL UNDERGO A THOROUGH SCREENING PROCESS.



WE HAVE UNDERTAKEN STRICT TRAINING AND EDUCATION PROGRAMMES WITH OUR STAFF.



WE ARE BY NATURE A VERY FRIENDLY NATION BUT WE HAVE INSTRUCTED OUR STAFF TO REFRAIN FROM HANDSHAKES DURING THIS TIME.

# DINING



ALL TABLES IN DINING ROOMS WILL BE AT LEAST 2 METRES APART.



PRIVATE DINING IN A VARIETY OF SETTINGS INCLUDING YOUR OWN SUITE.



ALL MEALS WILL BE INDIVIDUALLY PREPARED, PLATED AND COVERED IN CONTROLLED ENVIRONMENTS UNDER STRICT HYGIENE STANDARDS.

# SPA



CAREFULLY CURATED AND HYGIENIC TREATMENTS AVAILABLE IN THE SPA OR IN THE PRIVACY OF YOUR SUITE.

# POOLS



POOL WATER CHEMICALLY NEUTRALISED & POOL LOUNGES ARE SPACED 2M APART FROM EACH OTHER.

# COVID 19



ISOLATION ROOMS ARE AVAILABLE FOR ANY SUSPECTED CASES.



SOUTH AFRICA HAS ONE OF THE BEST PRIVATE HEALTHCARE SYSTEMS IN THE WORLD.



HERMANUS MEDICLINIC PRIVATE HOSPITAL IS A 10MIN DRIVE AWAY.



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Please visit our website for further information or contact our expert Reservations Team if you have any questions or concerns: +27 (0) 21 671 5502 | [reservations@trp.travel](mailto:reservations@trp.travel)