

SAXON HOTEL, VILLAS AND SPA

COVID-19 PROTOCOL

The health of our guests, travel partners and guests is of utmost importance to us.

Please see the following measures we have put in place to keep you, our valuable guest, safe during your next visit.

OUR GUESTS



TEMPERATURE SCREENING

Please be advised that all guests arriving at the property will need to have a temperature screening done by our team. We make use of an infra-red thermometer upon your entry to the property; this measure is in line with the protocol set out by the South African Government and assures you of the wellness of other guests on the property. Daily screening will be done for guests staying at the hotel.



FACE MASKS

Face masks are to be worn at all times both on and off property. Should you require assistance with a mask, please contact your Butler or one of our Guest Relations team who will gladly assist.



HAND SANITIZER

Please be advised that each guest will receive a bottle of hand sanitizer on arrival at the hotel. There will be various points across the property where hand sanitizer will be available for your use. We ask you to sanitize your hands when visiting our dining outlets.



IF YOU ARE FEELING UNWELL

We have a doctor-on-call service available should you be feeling unwell. Should you be displaying any symptoms of COVID-19, please remain isolated in your suite and alert our team so that we may notify the relevant healthcare providers who will be able to assist.



HOTEL BASED COVID-19 TESTING

Our Guest Relations team is on hand to assist with booking a PCR COVID-19 test which will be conducted by our partners at Doctors on Call in the convenience and privacy of the guest's suite. The costs to have this test done at the hotel;

- a call out fee of R1 950 (for 1-3 guests),
- a consultation fee of R1 550 (for 1-3 guests) and
- a testing fee R980 (charged per guest).
- For parties of 4 and above, an additional consultation and call out fee will be charged.

The cost for this test will have to be settled directly with the service provider, however, the charge can be added to the guests account for settlement on check out. All tested guests will receive a PDF certificate from the laboratory which indicates that a test has taken place. Results are sent directly to guests via SMS after 24-48 hours.

THE HOTEL



MINI BAR

The mini bar in your suite has been sanitized and sealed for your peace of mind. We invite you to enjoy the mini bar selection as part of your in-suite amenities.



CLEANING AND SANITIZING

We have partnered with our supplier, Diversey, to assist us in our cleaning and sanitizing effort throughout the hotel, making use of their COVID-certified products and suggested cleaning and sanitizing protocols.



DINING WITH US

Both Qunu restaurant and the Terrace have been reconfigured to follow social distancing protocol. Please be advised that hand sanitizer will be available for your use at each outlet.



IN-SUITE DINING

For your convenience and preference, our in-suite dining option follows all necessary sanitary and hygiene procedures which will satisfy your dining experience.



SPA AND FITNESS CENTRE

Our spa and fitness centre will be opened subject to the provisions set out by government. When this happens, we shall exercise intensified hygiene, sanitation, and social distancing efforts.

OUR TEAM



TRAINING

A dedicated in-house team has been developed to ensure the health and safety of our guests and colleagues on the property. They have also conducted in-depth training with all of our staff to ensure the hygiene and safety of our spaces.



TEMPERATURE SCREENING

Every staff member is screened daily upon arrival at work by our designated COVID compliance team, in a controlled environment. We have a high temperature action plan, in the event that anyone presents a fever.



FACE MASKS

Our team will be wearing cloth face masks at all times, for your safety and theirs.



HAND HYGIENE

Our team will undergo an ongoing scheduled handwashing programme throughout the day. They will also be required to sanitise their hands regularly to maintain good hand hygiene and sanitation.



SOCIAL DISTANCING

In order to maintain a safe social distance our team will implement contactless greetings whilst offering our warm Saxon greeting.



S A X O N

HOTEL, VILLAS AND SPA

JOHANNESBURG



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Saxon Hotel, Villas and Spa T +27 (0)87 375 7777 +27 (0)11 292 6000 E info@saxon.co.za www.saxon.co.za