



STANDARD PHYSICAL DISTANCING, PROTECTION BARRIERS & CAPACITY CONTROLS

RESTAURANTS & BARS, LOUNGES PUBLIC AREAS & WAITING AREAS,
POOL & POOL AREAS, VEHICLES, KITCHEN, OFFICES,
GUEST RELATIONS & FRONT OF HOUSE

» **GETTING EVERY ASPECT OF YOUR PROPERTY PREPARED
AND COMPLIANT**



SAFARI AND ADVENTURE FOCUSED EMERGENCY TEAM

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ICON KEY:



AFRICA SAFE-T SERVICES



CRITICALLY IMPORTANT



USEFUL INFORMATION



RECOMMENDATIONS

STANDARD PHYSICAL DISTANCING, PROTECTION BARRIERS & CAPACITY CONTROLS



The space between people in public areas and back of house areas should be a minimum of 1.5 metres at all times (2 metres preferred).

EXCEPTIONS:

- If there is a Perspex or similar physical protection barrier such as a face visor between the people concerned.
- If guests are from the same small family/friend group, and are travelling together or share a room or car.

Businesses must maximise the use of non-contact paperless processing check-ins and check-outs (either via guests' own devices or through the use of a tablet or similar mobile device). Any device handled by guests and staff should be sanitised before and after use.

The capacity limits of all individual public areas and vehicles must be determined and managed to ensure compliance with distancing regulations.



The directives issued by the government have set the capacity limit for accommodation establishments at 50% of the available floor space, while still maintaining a minimum physical distance of 1,5 meters between people at all times.

The formula for calculating the total number of people allowed at the establishment at any given time is:

Total floor space of each area* (length x width) added together (exclude walkways) / 1.77 / 2 = maximum number of people permitted

*such as main lodge, rooms, gym, spa, offices, kitchen, etc.

Note:

- Round the number DOWN to the nearest whole number, not up.
- This number is the total number of guests AND staff allowed on site.



Regulations are subject to change in the future, and your COVID-19 Officer should regularly check for updates.

➤ RESTAURANTS & BARS

The formula for calculating the total number of people allowed in the restaurant at any given time is:

Total floor space (length x width) / 1.77 / 2 = maximum number of people permitted

NOTE: Round the number DOWN to the nearest whole number, not up.

Regulations are subject to change in the future, and your COVID-19 Officer should regularly check for updates.

If your total guest numbers exceed the allowed capacity for the restaurant, it is recommended that you serve guests in different areas (such as restaurant, outside deck area, in-room private dining, star gazing deck, etc) to diversify the gathering and spread out the number of people over a larger area in order to comply with regulations.



Bar stools should be removed entirely to discourage drinking at the bar, or spaced 1.5 meters or more apart from each other to encourage social distancing.

Excess chairs/stools and tables should be removed and placed into storage. A distance of 3 metres between tables is advisable to create corridors for staff to move through, thereby minimising the amount of time they spend within the 1.5 meter barrier between other people.



»» LOUNGES/PUBLIC AREAS & WAITING AREAS

Furniture should be spaced out, and excess furniture removed and placed into storage. Preferably remove multiple-seaters, or clearly display notices of the prescribed number of people per multiple-seater.

Discretion can be used for people from the same family/friend group who are travelling together.

»» POOL & POOL AREAS

Longers should be spaced at two meters between groups of two loungers. Towels should be removed and provided to guests upon request.

»» VEHICLES

YELLOW ZONE - The allocated driver of a vehicle is ultimately responsible for the sanitisation of the specific vehicle. Only he/she may authorise the use of, or embarkment onto the vehicle.



Regulations do set vehicle capacities. At present the prescribed capacities for e-hailing, mini-bus, meter taxis, shuttle services, chauffeur driven vehicles and buses are (including the driver);



100% for distances of less than 200kms



70% for distances of more than 200kms, whether or not a provincial boundary is crossed.

Public transport operating at 100% capacity must keep windows open on both sides by 5cm.



These regulations do not meet the ideal international standard, and we therefore recommend the following:

GAME DRIVE/SAFARI VEHICLES

The guideline is 70% capacity, with discretion in seating family/friend groups together. Unconnected individuals should have empty seats between them. We do not recommend passengers in the front passenger seat, unless a Perspex protective shield is installed.

MINI-BUSES, BUSES & COACHES

The guideline is 70% capacity, with discretion in seating family/friend groups together, which can increase capacity utilisation. Unconnected individuals should have empty seats between them.

CARS: CHAUFFEURED

- For small cars, only one person can be seated in the rear, unless the guests concerned are people from the same small family/friend group who are sharing a room.
- For larger cars, a front passenger is permitted, and two people may sit in the back, unless the guests are from the same small family/friend group who are travelling together in which case 3 can be accommodated in the rear.



» KITCHEN

YELLOW ZONE - Only kitchen staff should enter during active operations

To facilitate spacing, staffing levels may have to be reduced. A minimum space of 1.5 meters between staff should be adhered to at all times.

Facing workstations should be eliminated, or Perspex protective shields installed between facing stations. Perspex protective shields can also be used to separate side-by-side stations if a distance of 1,5 meters is not possible.

Staff that need to move about the kitchen must take care not to come into close contact with one another.

» OFFICES

Minimize the number of staff and guests that enter offices by encouraging telephone enquiries via extension lines. Only staff that work in the office should routinely enter the space.

Headsets, computers, desks and telephones should be dedicated to one staff member. Hot-desking is discouraged to ensure adequate distancing and sanitisation.

Shared office spaces pose challenges with regards to physical distancing. If it is not practical to arrange workstations to be spaced at least 1,5 metres apart, you must install a Perspex or other physical barrier between the workstations.

» GUEST RELATIONS/FRONT OF HOUSE

Perspex protective shields should be considered for check-in/check-out desks, concierge desks and cashier areas.

Any physical contact with guests is not allowed (such as shaking hands and hugging).

