



b@Home Guest House
Mossel Bay



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Dear Valued Guest,

Here at b@Home Guest House we are committed to following the latest advice and recommendations from the World Health Organization (WHO) and national authorities.

We have been informed on essential preparatory and prevention measures to sustain a healthy and safe environment. We are continuously monitoring and following the changes in recommendations and guidelines of the local government and local health authorities, to continue working towards providing the best service possible while safeguarding the safety of our guests.

We have implemented the following additional control measures:

- Increased cleaning of public areas and surfaces frequently touched by guests and team members.
- Regular disinfection of door handles, credit card terminal and commonly used amenities.
- Regular cleaning of public areas such as breakfast room, table tops, counters, handrails, door handles, credit card machine, pens and front desk surfaces are wiped down with on a regular routine throughout the day, with a disinfectant cleaner.
- Sanitizer for seasonal security officer at guest house has also been issued to ensure hygiene for themselves as well as the guests.
- Additional stations of hand disinfection, and increased focus on the importance of good hand hygiene.
- Educating staff (ongoing) on what the virus is.
- Staff hand sanitizers and hygiene hand wash in areas such as kitchen, office, laundry, bathrooms, as well as front of house guest areas. Includes the wiping of pens, surfaces and door handles.
- Guest hand sanitizers are placed in easy reach of guests in public areas.
- Personal hygiene is being reiterated , including the importance of washing hands frequently and thoroughly.
- Protective wear such as protective gloves (and face masks as required) are issued to housekeeping when on duty and cleaning equipment with a disinfectant cleaner between guest and rest rooms.
- Avoiding close contact with anyone who is coughing, sneezing and feverish.
- Breakfast serving standards have been reviewed to replace the usual buffet with limited breakfast options presented to guests to avoid any instances of buffet contamination.

- Maintain social distance.
- Avoid handshakes and hugs.
- Cough into a paper towel that you throw away. Then wash your hands.
- If you do not have a paper towel, cough in your elbow to prevent air droplets from spreading.
- Avoid touching your face: eyes, nose, mouth.

Our local Covid-19 mobile test station can be contacted on 066 244 0406.

- We are do all we can to reduce the risk of potential contamination or spread of the disease, as no one can predict the path of this virus. We look forward to welcoming you to b@Home Guest House and delivering on our service excellence promise.