

Strict covid-19 protocols will be adhered to at the congress

The following precautions have been put in place at Spier:

Hotel:

- Contactless check-ins have been implemented.
- All staff wear masks (as well as gloves when cleaning rooms, public areas and restrooms); they are required to regularly sanitise their hands and wash their masks and uniforms; they are always required to maintain a distance of at least 1.5m between themselves and guests or colleagues
- All surface areas in public areas are continuously cleaned
- Upon arrival, guests are required to disinfect themselves at a sanitising station. Sanitising stations for staff and guests are available throughout the farm
- Snapscan facilitates contactless credit card transactions and tap-card facilities are available. At check-out, keys are returned by guests in a drop box (the cards will be cleaned thoroughly between uses)
- Occupied rooms are spaced out throughout the hotel
- Rooms are disinfected after every departure. The room stays vacant for at least 48hrs after disinfecting, before our cleaning staff services the room
- Although in-room dining is available, it looks a little different: guests are notified when the food is placed on a tray outside the door; guests are requested to put the tray outside their door upon finishing their meal
- Evening turn-down is on hold.
- Amenities (such as soaps and shampoo) has been pre-packaged in small quantities and disposed of following the guest's departure
- A number of room elements are not present: these include scatter cushions, bed throws, slippers, gowns, pencils and notepads; there won't be a minibar but drinks can be ordered off our In-Room Dining menu
- Tools and equipment shared by staff (including credit card terminals, phones and computers) are sanitised before, during and after each shift or anytime the equipment is transferred to a colleague
- Pools have been closed for use at this time

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Conference Venues:

- Seating capacities and floor plans of each event will be reviewed to ensure appropriate physical distancing; we will also offer planners a selection of floor plans designed to accommodate social distancing. Seats are assigned to delegates for the duration of the conference.
- An electronic screening questionnaire is completed by each delegate prior to arrival, and temperatures checked and recorded on arrival.
- Instead of water carafes, delegates will be able to stay hydrated with individual bottles of water
- Sanitising wipes will be available for delegates to use
- Venues will be deep cleaned after each event and used pens and notepads will be discarded; clean and soiled linens will be transported in sealed single-use plastic bags into and out of the venue

Restaurants:

- Waiter stations and the host's desk will be sanitised hourly
- Order stations will be sanitised between each user and before and after each shift. Waiters will sanitise their hands after each use
- Tables, bar top, stools and chairs as well as all reusable items guests come into contact with (such as bill folders and pens) will be sanitised after each use.
- Trays and tray stand will sanitised after each use
- Our restaurant and bar areas will be deep cleaned between meal periods.
- Our hotel restaurant will be a la carte and no longer a buffet service
- To facilitate appropriate social distancing there will be:
 - Signage at entrances and in waiting areas to remind people; hostesses and managers will be on hand to assist
 - Fewer tables and barstools to allow more space between them

These procedures will evolve in accordance with government regulations, medical expertise, WHO guidance and international best practice.