



WE ARE READY

PREVENTATIVE MEASURES TAKEN

We will adhere to the Travel and Tourism Industry Standard Protocols for COVID-19 Operations, as issued by the Tourism Business Council of South Africa. We commit to these protocols because we understand that we carry utmost responsibility to protect our staff and to protect our guests, visitors, and clients from COVID-19 risk.

- All linens sanitised in high-temperature wash
- Face masks required for guests in public areas
- Face masks required for staff in public areas
- Floors marked for social distancing
- Hand sanitiser available to guests & staff
- Paid stay-at-home policy for staff with symptoms
- 24-hour minimum vacancy between guests
- Staff required to regularly wash hands
- Regular temperature checks for staff
- Contactless check-in / check-out possible
- Regularly sanitised high-traffic areas
- Medical care nearby



Clean Hands

Alcohol based (70%) hand sanitiser will be readily available throughout our resort.



Isolation Suites

In case of a suspected COVID-19 case, a separate isolation chalet is available if needed.



Temperature Screening

Temperature screening will be undertaken with our guests and our staff.



Doctor On Call

In the event of a COVID-19 case, we will call a doctor to take over in a professional capacity.



Staff Monitoring

Staff returning to work will be put through a thorough screening process.



Healthcare

Healthcare facilities are easily accessible from our resort. Knysna offers public and private doctors.

PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS OR CONCERNS
ADMIN OFFICE | +27 (0) 44 384 0745 | admin@milkwood.co.za | www.milkwood.co.za