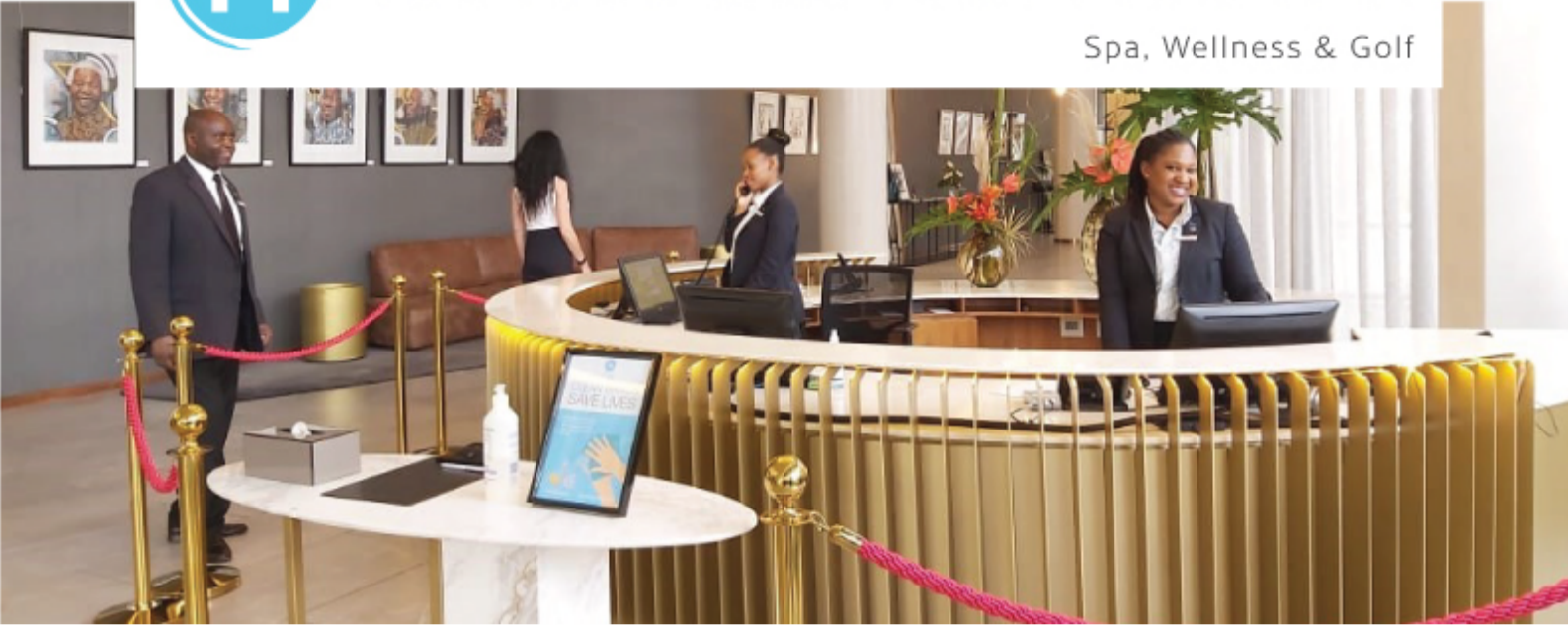




THE HOUGHTON HOTEL

Spa, Wellness & Golf



The Houghton Hotel, along with our business partners, have been monitoring developments concerning the Coronavirus (COVID-19) pandemic. Following President Cyril Ramaphosa's address this past Sunday and post a thorough internal risk analysis, we've embarked on the necessary steps to ensure the safety and wellbeing of our guests and employees.

The protection of our colleagues and their families, our guests and the community we operate within is of the highest priority and we recognize that implementing practical social distancing procedures is our best hope in successfully managing the impact of COVID-19. We've therefore rearranged staff schedules and daily operations.

Colleagues who can work online and from home have been requested to do so on a flexible schedule. Our operational teams have scheduled paid leave for colleagues who are in excess of their annual allocation and the hotel will operate with essential staff where necessary.

[The Houghton Hotel](#) team remains committed to minimising the disruption of our guests overall experience whilst ensuring that we maintain our [Leading Hotels of the World](#) hospitality standards. However, we do request that our guests respectfully adhere to the wellbeing measures we've set out to allow for the effective execution of our efforts.

The following initiatives have been implemented to safeguard the Houghton Hotel family and community.

- A biohazard clean-up and pathogen disinfection of all hotel suites, penthouses, boardrooms and meeting venues, restaurants, public areas and back of house operation stations has been carried out.
- An extended front office desk with a 2M distance between hotel employees and guests checking in/out has been placed in the hotel lobby.
- Isolated workstations have been setup to allow for social distancing between colleagues.
- Our luxury transport, transfer and tours partner, Jarat Tours, will be operating with skeleton staff and away from the hotel. Their team will run from a central Johannesburg office.
- The Houghton Hotels daily shuttle service has been discontinued until further notice.
- Increased cleaning of all hotel guest and staff bathrooms.
- Sanitising stations have been placed at all Houghton Hotel entry points and lifts.
- Comprehensive educationals, training and internal communication is reiterating the practice of hand washing, good coughing and sneezing etiquette.
- The hotel is actively promoting social distancing and strongly discouraging physical contact when exchanging greetings.

Bookings & Reservations

Any new reservations made between now and 30 April 2020, for any future arrival date, can be changed or cancelled at no charge up to 24 hours before a scheduled arrival.

Bookings made from 1 March 2020 on a non-refundable basis can now be cancelled or postponed without incurring any penalties.

All online individual reservations, even those defined as “non-cancellable”, that are scheduled for arrival before 30 April 2020, will be permitted changes or cancellations at no charge up to 24 hours before the scheduled arrival date.

Hotel Suites & Penthouses

We’ve partnered with industry leaders [SD Pro](#) to successfully deep clean, disinfect and protect all our hotel suites and penthouses.

This reputable and advanced technology continuously kills a broad spectrum of harmful germs, bacteria, fungi and mould, ensuring the thorough sanitation of your personal space during your stay at The Houghton.

Conferencing, Meetings & Events

As a precautionary measure and in accordance with the South African presidency’s directive, all conferences and events that had an expected attendance of 100 or more have been postponed or cancelled.

Our team from [The Venue](#) will have essential staff available to take boardroom bookings for small groups of 30 pax or less.

Restaurants and Dining

Our incredible chefs from [The H Restaurant](#) and [Nova Deli](#) have created a speciality menu which has been made available to Houghton Hotel residents, guests and patrons from our surrounding neighbourhood who wish to order meals for collect and go. Orders can be placed directly via a WhatsApp message to **067 419 6360**.

- All restaurant card machines have been tap-and-go enabled.
- Card machines are sanitised before and after use.
- The hotels food and beverage team have installed a kitchen buzzer, set for every 20 minutes, which will alert colleagues to the fact that it’s time to wash their hands.
- The hotels breakfast buffet has been momentarily discontinued. Guests will be provided with individually plated and wrapped selections as well as an a la carte breakfast menu.
- Restaurant hostesses are responsibly sanitizing guest hands before they’re seated to dine.
- All cutlery has been removed from set tables. Waitrons will only place utensils in front of guests once an order has been placed.
- Chefs, waitrons, hostesses and food and beverage team members are practising safe hygiene with regular hand washing and sanitizing.
- The Food & Beverage team has undergone a documented health and safety training refresh.

- The restaurant delivery bays have been sterilized. Suppliers and staff moving through this area undergo stringent hand washing and sanitizing before entering and exiting this zone.
- Extra hand sanitiser, in addition to what has been provided at entry points, is available for use at our restaurant patrons request.

Amani Spa & Wellness and Fit Bar Gym

- Sanitizing stations have been placed at all guest areas and in locker change rooms.
- Sanitizing stations have been placed at all back of house service areas.
- Refresh hand hygiene and hand washing educationals are continuously conducted with spa employees and therapists.
- Standard Operating Procedures have been updated to accommodate new COVID-19 health and safety regulations.
- The [Amani Spa & Wellness](#) Steam Room, Sauna, Jacuzzi and Grand Rasul amenities have been temporarily closed and are not available for use until further notice.
- The spa and hotel heated pools and outdoor spa pools are temporarily closed until further notice.

Housekeeping and Laundry

- Housekeeping and laundry teams have been provided with the correct personal protective equipment.
 - Disposable gloves
 - Plastic disposable aprons
 - Plastic disposable overshoes
 - Masks
 - Mops Caps
- Housekeeping and laundry teams have undergone documented an updated health and safety training.

Security and Hotel Maintenance

- Maintenance and Security teams have been provided with the correct personal protective equipment (disposable gloves and masks).
- Maintenance and Security teams have undergone documented and updated health and safety training.
- Nonessential exit and entry points have been closed off as to centralize and monitor the movement of individuals. This has also allowed for the setup of central and controlled sanitizing stations.
- Contractors access into the hotel has been restricted.
- All suppliers, contractors and delivery services are undergoing stringent hand sanitizing procedures before entering the hotel.
- Hand sanitizing stations have been placed at entry points with biometric access.

- Sanitizing stations have been placed in all security offices and at all security posts.

Please note that The Houghton Hotel also offers on-site [medical specialists](#) with world-class on-call General Practitioners, Lancet Laboratories and an onsite pharmacy; available to accommodate medical requirements and provide professional assistance for any personal health concerns.

Our team will continue to keep abreast of all developments and updates, adhering to all appeals from the South African Government and the World Health Organization.

We have great trust and confidence in South Africa's experienced health care professionals, and they have the full support of The Houghton Hotel during this challenging period.

Wesley Grobler
General Manager

