



A place with a difference



Riverview Spa
BED & BREAKFAST

COVID – 19 Precautions and Protocol

Dear Riverview Guest

The Corona virus is an unfortunate reality. The health and well-being of both our valued guests as well as our staff members is our highest priority at this stage.

Therefore the following preventative measures were put in place to re-open and maintain a healthy environment and spa experience.

- In depth information session with staff members were held in order to educate our employees and improve all over health and hygiene habits. Necessary health check forms are kept updated and daily screening will be done.
- We are limiting our number of daily guests to no more than 8 guests per day at the spa and no more than 10 guests making use of overnight facilities.
- All guests will be required to complete a health assessment form, undergo temperature screening and sanitise hands at our screening point before entering the spa area.

- **We require guests to wear masks (own- of preferable size and design)**

- Pen (for completion of forms)
- Optional: Own dressing gown
- Optional: 2 x large towels and 2 small towels or sheet - to use during treatments

Riverview will provide closed to slippers in a sealed packet.

- We are using our open-air spaces and private treatment areas, in such a way that clients are not forced to be in each other's space during the day, we recommend a 1.5m distance with other guests.
- Like in the past, regular hand washing is enforced – at least 20 seconds with warm soap and water
- Hand sanitising stations are available to use as often as required- Hand sanitisers and alcohol swabs are available for both guests and staff
- Kitchen personnel are wearing protective gear, aprons, masks and gloves
- Kitchen surfaces & dining tables are being disinfected after each individual serving.
- Coffee stations, reception desk and changerooms are being disinfected on a regular basis throughout the day.
- Menu's will be on a written black board – with limited meal options.
- Hydrotherapy sessions, specifically Jacuzzi sessions will be suspended for the time being. Steam sessions can be booked and requested.
- Therapists perform all treatments wearing face masks and face shields. The wearing of gloves can be requested by guests.

Therapy bed linen replaced by disposable paper roll over the bed as well as face hole covers which are changed after each treatment, **hand sanitiser will be freely available.**

We ensure all therapy bed linen will be single use only and one treatment room per client/couple/couple of friends to be allocated. One therapist per guest. Sanitation of room and equipment after each client.

Maximum of 2 family members or close friends per therapy room. Single rooms can be requested.

- NO touching of the face is encouraged, except in the performing of a facial treatment.
- For the well-being of everyone we encourage and advise guests with any symptoms to not proceed with bookings and rather obtain a voucher to be used at your earliest convenience and in better health.
- Please note, we will require full payment before arrival – and will not accept any cash. Card facilities are available.
- Completion of consultation cards are required a day before arrival and can be scanned and sent back to us.
- A sanitation fee per person will be added to our general Spa Menu and price list.
 - R30pp for a single treatment
 - R50pp for a half day package that includes meals
 - R50pp for Bed & Breakfast only, guests
 - R100pp for a full day package or full day with accommodation

New business hours:

Spa packages will only be available from Thursdays to Sundays on pre-bookings.

Bed & Breakfast facilities will be open seven days a week. Only breakfast will be available during the week for stay-over guests. All other meals will be self-catering.

Chalets will only be serviced before and after departure.

During difficult times – Please remember “You can’t pour from an empty cup” – Take care of yourself first.

- Spend your time in a positive environment
- Breathe fresh air
- Relax in open spaces

We trust that the safety precautions will ensure the safety and peace of mind of all concerned.

Regards,
Management
Riverview Spa

