

# OUR COVID-19 POLICIES

## The New Normal



**THECAPITAL**  
*Hotels | Apartments*

Since the onset of the COVID-19 pandemic in South Africa, **The Capital Hotels & Apartments** has led the hospitality industry in providing a safe environment for guests whether it was for isolation, quarantine, essential services travel and repatriation.

Having accommodated thousands of guests during this time, **The Capital** has become the natural choice for safe stays.

All our staff have been trained to ensure your entire stay with us meets the high standards and safety protocols, aligned with the World Health Organisation (WHO) and Food Consulting Services (FCS).

**Our entire supply chain (including food) has been secured for safe living.**





# Sanitized Sanctuaries

We've converted our Apartment Hotels into Sanitized Sanctuaries, a safe and protected where all our rooms, apartments, public areas and back of house follow strict protocols ensure your entire experience with us is safe and sanitized.

## Sanitized Sanctuaries is available at:

- The Capital On The Park
- The Capital Empire
- The Capital Menlyn
- The Capital Trilogy
- The Capital Melrose
- The Capital On Bath
- The Capital Mirage
- SEVEN Villa Hotel & Spa



**We welcome corporates  
and families who want to  
stay, live and work in a  
hassle free safe zone.**



We have implemented stringent measures to ensure we meet the current regulations set out by the Government, which will be adjusted in accordance with the lockdown levels and law/s:

### Digital Menus & Live Ordering

The restaurant & bar area/s are **open with stringent safety protocols** in place.

**Order from your mobile device** using our **paperless technology** and get it **delivered** to you.



### Room Service

**All food & beverage deliveries** are **contactless** and delivered to the guests' front door in disposable cutlery and packaging.



### Food & Beverages

For **high volume food services** or **buffets** our team will serve you to ensure **minimum touching of shared utensils** at dishing up stations.

A la carte menus are in place & individually plated meals are served with the necessary protocols in place.



### Gym & Pool

The **gym & pool areas** are **open** with strict social distancing protocols in place.

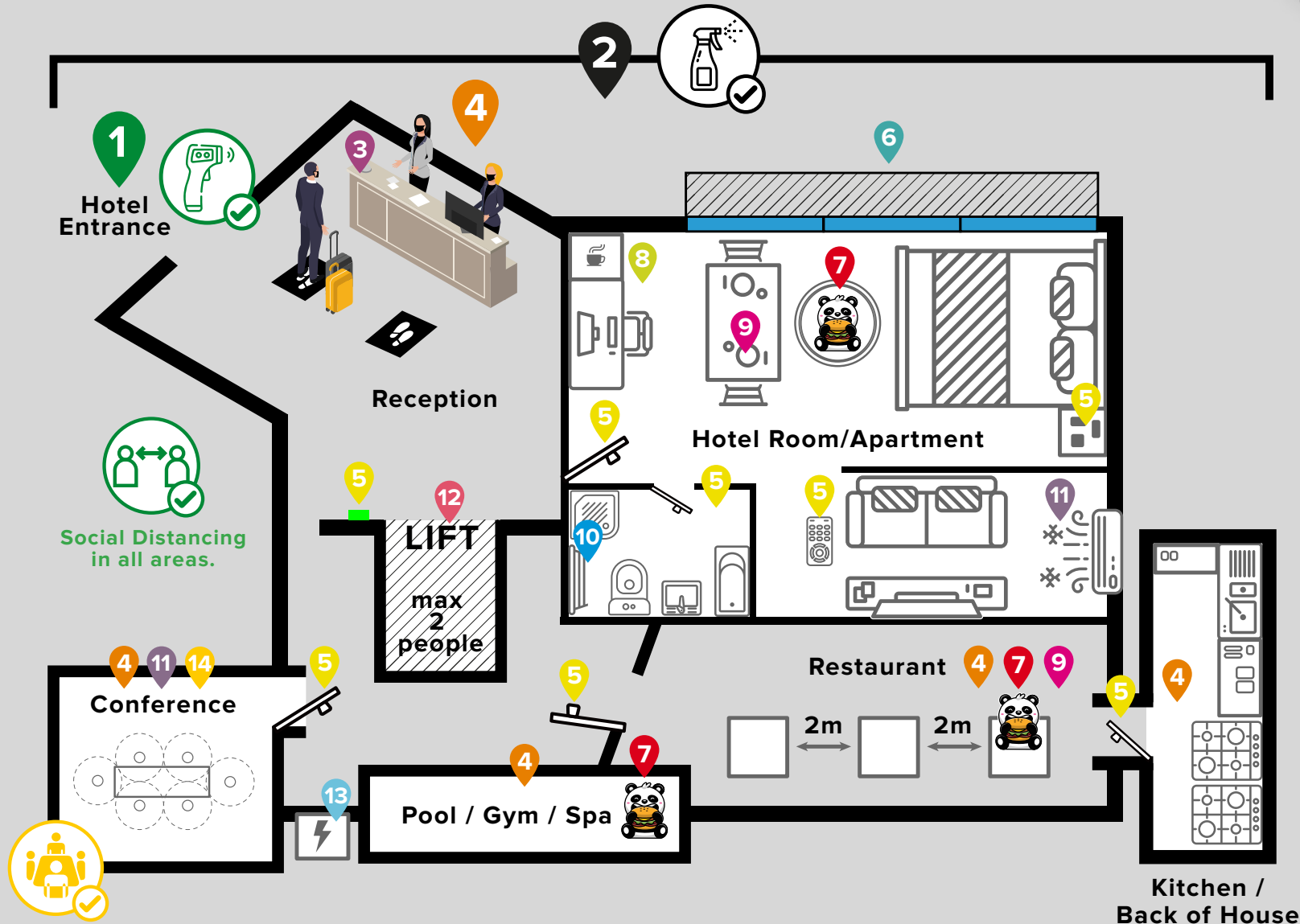


### On Site Spa

Most of our **Spas** are **open** but run independently from the hotel and they should be contacted directly for more info.



## For Extra Peace Of Mind



**1** Everyone entering must sanitize and have their temperature checked. A record will be kept of both guest and staff present each day. All staff temperatures and any potential symptoms are checked on each shift change and any staff member involved in the food supply chain is checked every hour.

**2** Commercial grade cleaning & disinfectant materials are used in all aspects of the hotel.

**3** Where possible, we encourage guests' to make use of contactless systems for payment and check-in/out protocols.

**4** Extensive training has been done for all employees and we will continue to give refresher courses to ensure all staff reminded of our strict protocols.

**5** High touch points will receive extra attention such as telephones, remote controls, light switches, alarm clocks, door handles and appliances etc. Housekeeping Management do daily room checks to ensure our processes are being adhered to.

**6** Our rooms have large sliding windows and balconies.

**7** Digital Menus available to order for delivery to your room, to your table at the restaurant or to the poolside.

**8** Each apartment pantry can be stocked on request through our responsibly sourced local supply chain. This Butler Service may incur an additional charge at some hotels.

**9** "Knock and Drop" Room service & à la carte restaurant options are prepared under constant sanitary supervision. Halaal options with certifications available on request.

**10** Towels thoroughly washed by suppliers under our inspection.

**11** Airconditioning for each room runs on a non-circulating single client system.

**12** Lift occupancies are limited and determined by the size of the lift.

**13** Full back up generators ensure we do not shut down during load shedding.

**14** Conference Areas will also be deep cleaned prior and post to any event, ensuring all surface areas and all equipment get specific focus.



## Additional measures at all our properties:



For high traffic areas in public spaces, markings have been made visible to ensure safe **social distancing** is practiced.



**Sanitizers** are available throughout the hotel and visible in all key areas.

Hourly sanitization of all staff hands.



**Daily deep cleaning** of all back of house and kitchen areas, along with all public areas and toilets.



Restaurant and food serving areas/surfaces will be **desanitized following every serving period** and deep cleaned during the late night shift.

# For Meetings & Conferences

## Multiple Rooms

We have **several larger venues** that allow for a spacious set up, ensuring **social distancing protocols** are easily met.



## Large Spaces

We can host **no more than 50 pax per room, with social distancing in place** (multiple rooms available at one site).

Off site delegates can easily be added via an online meeting with our high speed Wi-Fi connection available throughout our hotels and meeting spaces.



## Food

For **high volume food services or buffets** our team will serve you to **ensure minimum touching of shared utensils** at dishing up stations.



## Refreshments

Tea/Coffee stations will be **served individually** and snacks/lunches will be individually plated and served. (Disposable cups and glasses can be used).



## Safety First

**Masks are compulsory** and delegates are encouraged to bring their own, or they can be bought from our reception.



## Contact:

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The Capital is a 100% South African company & needs your support!



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