

COVID-19 PROTOCOLS FOR HOLIDAY RENTALS, B&Bs, AirBnB, GUEST HOUSES

We want you to have a great holiday in our beautiful town but we need to safeguard all our residents as well as our visitors. We therefore implore you to be responsible and take all necessary precautions whilst holidaying here.

We have drawn-up these protocols to help protect us all in these difficult times.

OWNERS/ HOSTS /AGENTS

- Make sure that there is a good supply of appropriate cleaning materials
- Bottles of sanitiser need to be readily available throughout your property
- Supply a box of disposable masks for your tenants and your staff
- Always wear a mask (over your nose and mouth) when meeting and greeting
- **PLEASE NOTE** – a scarf or buff does not give adequate protection to you or the staff
- No physical contact between tenants, owners, agents and staff – no handshaking or hugging
- Organise self-check-in for tenants if possible
- Communication by phone/WhatsApp is preferable
- Arrange for a deep clean and sanitation between tenants
- Do not let your staff come to work if they feel ill – *follow recommended quarantine and isolation protocols* – download <https://coastalkindness.org.za/wp-content/uploads/2020/08/Isolate-vs-Quarantine-2.pdf> also available in Isixhosa
- Remember to complete the staff symptom check form daily; this is a legal requirement – *form provided and can be downloaded* <https://coastalkindness.org.za/wp-content/uploads/2020/12/WORK-PLACE-TEMPERATURE-AND-SYMPTOM-CHECKING-FORM.pdf>

TENANTS

- Wear a mask (over your nose and mouth) when interacting with domestic workers or housekeepers in the holiday home
- **PLEASE NOTE** – a scarf or buff does not give adequate protection to you or the staff
- Keep physically distanced from your staff
- Wash your hands as often as possible
- Keep windows open as much as possible to keep the house well-ventilated
- No extra guests staying on the property, other than those booked please
- Outdoor activities are ENCOURAGED – please actively DISCOURAGE parties and large get-togethers for all members of your household
- Please make sure you are familiar with the up-to-date government regulations, especially for curfews and gatherings

STAFF

- Wear your mask (over your nose and mouth) at all times – even whilst you work
- Keep a big distance between you and your guests
- Clean thoroughly - sanitise often
- Wash your hands often
- Spray all high touch areas and leave to air-dry; these include *light switches, handles, remote controls*

KEEP EVERYONE SAFE

- Make sure you have no COVID-19 symptoms. *See Covid-19 Symptoms infographic in the holiday information pack*
- Wash your mask daily – a minimum precaution
- Keep physically distanced
- Shop quickly and sanitise frequently
- Read “Who to call in an emergency” just in case – it’s in your pack or already stuck on the fridge, but if not download <https://coastalkindness.org.za/wp-content/uploads/2020/11/Kenton-Emergency-Numbers-A4-High-Res-4.pdf>
- **MOST IMPORTANTLY** sick people **MUST** isolate away from others, regardless of whether they are locals, visitors, employees or employers

GUEST DEPARTURE

- Please ensure that no dirty crockery is left lying around
- Load the dishwasher and start
- Do not leave half-eaten food on counters or in the fridge
- Clear out the fridge
- Bag all rubbish before leaving the property
- Sanitise keys on handover

**PROTECT YOURSELVES AND OTHERS
WE ONLY HAVE ONE DOCTOR AND NO HOSPITAL BEDS**

Dr Galpin says. *“Local businesses have been under great pressure for many months now. The owners are stressed and anxious about the festive season. Many businesses are working on skeleton staff because of the COVID-19 pandemic. I would like to ask our visitors to be kind, understanding, compassionate and responsible. We have been through a tough time here. Enjoy your holiday but please understand our limitations.”*

Coastal Kindness was created by a group of local residents in response to the Coronavirus pandemic. Operating along the coast from Kenton on Sea to Alexandria, our mission is to ensure widespread knowledge and understanding of COVID-19 and chronic health issues. We do this through practical actions, education and support of our local medics. Spreading kindness, one helping hand at a time.