



IMPORTANT INFORMATION TO THE BON HOTELS COMMUNITY: COVID-19

BON Hotels Cancellation and Refund Policy revision

We are closely monitoring announcements from the World Health Organisation (WHO), as well as the health departments of the various countries we operate in, and are closely following the guidelines set out by these institutions.

Our cancellation policy, applicable to individual, meeting and group reservations:

- 1.) We allow free modifications or free cancellations for all leisure related reservations, up to 24 hours prior to arrival, to guests with existing and new reservations, up until such time that the leisure travel lockdown restrictions has been lifted.
- 2.) Please note that guests who do not show, without any prior arrangements made, will be liable for a 100% cancellation fee.
- 3.) The above policy referred to in point 1, excludes all existing reservations in which a pre-payment was included. We suggest that all pre-payments be used as a credit towards future bookings, which should be made within a 12-month period of the original reservation date.
- 4.) Our standard cancellation policy will apply to all business travel related reservations and/or leisure focussed travel reservations made after such time, when leisure travel is permitted.
- 5.) Guests who made a reservation by means of a travel agent or third-party travel professional are advised to contact their booking provider for information on their policies.

Please note that any modification to existing reservations will be subject to availability and a rate variance may be applicable.

At BON Hotels, nothing is more important than the safety and wellbeing of our staff, guests, owners and stakeholders.

We have implemented the below practices at our properties to prioritise cleanliness and streamline operations at our hotels;

BON Hotels General Standards revision

- 1.) The establishment/business shall formulate and publish a COVID-19 Response Protocol based on the WHO Guidelines, which addresses all operational aspects of the business and treatment of an incident or outbreak at the establishment.
- 2.) All personnel shall undergo a symptomatic evaluation before and after every shift. Where personnel are found to display – or are suspected of having any symptoms associated with COVID-19 - they shall be isolated and assisted in reporting to the nearest healthcare facility for treatment and evaluation.

- 3.) Where a guest displays – or is suspected of having any symptom associated with COVID-19 - steps shall be taken to isolate the guest and to notify the appropriate authority. Where a resident guest is found to be COVID-19 positive, the room in which they have stayed shall be isolated until deep-cleaning has been undertaken.
- 4.) Appropriate signage and messaging to raise awareness by guests and visitors of measures taken to ensure their safety by the establishment shall be placed in all high-traffic areas.
- 5.) All personnel shall be provided with appropriate Personal Protective Equipment (PPE) which shall include:
 - A washable linen/cloth-based face mask or a face guard in high-risk areas
 - Protective eyewear for close-contact personnel
 - Protective latex disposable gloves
 - Hand sanitiser or hand-washing facilities at their workstation or work areas
- 6.) Personnel shall be provided with appropriate training and awareness of the Response Protocol and on the use of PPE and measures that have been taken to ensure their safety and that of guests.
- 7.) All PPE shall be regarded as medical waste when discarded and shall be treated, stored and disposed of accordingly.
- 8.) Air-hand dryers in public restrooms and facilities shall be disconnected and replaced by paper towels to minimise airborne and contact contamination. No hand towels or cloths shall be provided in public facilities.
- 9.) Covered swimming pools, spas, fitness centres, and sauna facilities shall be closed until permitted for use by law.
- 10.) All contact surfaces including doors, tables, handles and others shall be sanitised on a continual basis throughout the day.
- 11.) Arriving guests or visitors shall complete a COVID-19 Statement on arrival. This shall:
 - Require that information be recorded that shows knowledge of the existence of any symptoms associated with the virus.
 - Include details of recent travel activities.
- 12.) All guests and visitors shall be required to provide their cell phone number, onward destination and home address on arrival to assist with official tracing activities in the event that an outbreak of COVID-19 takes place at the establishment.

BON Hotels revised standards for Reception and Public Area Personnel

- 1.) Reception personnel shall interact with guests only while wearing their PPE.
- 2.) Personnel shall maintain a minimum of one metre distance between themselves and guests.
- 3.) Guests shall be required to comply with the standard required PPE.
- 4.) Reception personnel shall sanitise their hands between every guest interaction.
- 5.) Personnel handling cash shall wear disposable gloves.
- 6.) Where it permits, selected properties will implement protective screening at the reception desk.
- 7.) All surfaces and items used or touched by arriving guests at reception shall be sanitised between each guest interaction to minimise transmission potential. This shall include:
 - Countertops
 - Pens or keypads
 - Telephones
 - Credit card terminals
- 8.) Group check-in facilities shall be so configured as to ensure one metre spacing between arriving guests.
- 9.) Public Area Personnel (including Porters; Concierge; Security and other personnel) shall avoid and discourage unprotected handshakes between themselves and guests.
- 10.) Public Area Personnel shall wear facemasks and disposable gloves while on duty.
- 11.) All contact surfaces including door handles, lift sensors and other high-use surfaces shall be sanitised at least hourly.

BON Hotels revised standards for Housekeeping services

- 1.) Personnel shall be required to wear masks, protective eyewear and disposable gloves while cleaning guest bedrooms.
- 2.) The following procedures shall be implemented during the cleaning of guest bedrooms:
 - Only empty rooms will be cleaned on a daily basis. Where guests are present in rooms, staff will not enter.
 - Care shall be taken to ensure that bed linen is not unnecessarily 'fluffed' or disturbed so as to cause airborne contamination. Used linen shall be removed and placed in the soiled linen bag.
 - Windows shall be opened to allow fresh air circulation.
- 3.) Contact surfaces shall be disinfected during each cleaning cycle. These shall include:
 - Tables, surfaces and door handles
 - Telephones
 - Television remote controls
 - In-room safe control panels and handles
 - Light-switches
 - The exterior of kettles, water jugs and other hard surfaces.
 - Bathroom shall be sanitised after cleaning in the normal manner. This shall include:
 - Countertops and vanity surfaces
 - Toilet seats and covers
 - Shower handles and hardware
 - Door handles and push-plates.
 - Telephones
 - Amenity surfaces including water jugs and glassware.
- 4.) Items such as towelling bath robes shall either be replaced between guest stays or removed from guestrooms.
- 5.) Personnel shall replace disposable gloves between every room cleaned.
- 6.) No water or other waste material shall be moved between rooms during the cleaning process.
- 7.) Linen-room personnel shall be issued with appropriate PPE, which shall include full-face masks.
- 8.) Linen-room personnel shall take care to avoid airborne contamination while handling used linen.
- 9.) Blankets and extra pillows will be available upon request.

BON Hotels revised standards for Food Preparation Areas

- 1.) All kitchen surfaces shall be sanitised at least every two hours during preparation and service periods.
- 2.) All cold storage facilities shall be sanitised daily.
- 3.) All fresh produce not intended for cooking shall be sanitised either by means of salt water or food-safe sanitiser prior to service. This shall include salad items, fresh fruit and other uncooked produce.
- 4.) Dishwashing facilities will be monitored to ensure the correct water temperature and chemical levels are being maintained.

BON Hotels revised standards for Food Service Areas and Facilities

- 1.) All refreshment points and/or dining facilities will facilitate prescribed social distancing protocols.
- 2.) All guest seating shall provide for a minimum of one metre distance between seats.
- 3.) Guests shall have access to hand sanitiser or hand-washing facilities on arrival.
- 4.) Table linen (tablecloths and serviettes) shall be replaced after each guest service. Where no tablecloths are used, tables shall be sanitised after each guest service.
- 5.) All cruets, vases, unused cutlery and glassware shall be replaced or sanitised between guest service.
- 6.) All menus and wine lists shall be sanitised before presentation to guests.
- 7.) Where unavoidable, self-service areas and buffets shall be equipped with appropriate contamination protection such as sneeze-guards or similar coverings.
- 8.) Service equipment such as ladles, serving tongs, serving spoons and forks shall be sanitised or replaced with clean equipment on a regular basis.

- 9.) All room service orders will be available for pick up from the central lobby area.
- 10.) All meals will be packed using disposable paper/plastic containers
- 11.) Condiments to be made available upon request.

BON Hotels revised standards for Meeting Rooms and Adjacent Areas

- 1.) Personnel shall be required to wear appropriate PPE while in guest contact areas or situations.
- 2.) Meeting rooms shall not accommodate more than 50% of their total capacity at any time. This is subject to Government phased rules and regulations protocols.
- 3.) All seating shall ensure a minimum of one metre distance between spaces.
- 4.) Surfaces shall be sanitised before each meeting and during refreshment breaks.
- 5.) Where table linen is used care shall be taken to avoid airborne contamination during replacement or cleaning.
- 6.) All water jugs, glasses and other items used by guests or delegates shall be sanitised during refreshment breaks.
- 7.) Guests shall have access to hand sanitiser on arrival.
- 8.) Refreshment areas shall be set up to maximise social distancing practice during service.
- 9.) Appropriate signage and notices shall be visible to guests and delegates to promote safe practice during events and meetings.
- 10.) Appropriate facilities shall be provided for the disposal of used facemasks by guests and delegates.

BON Hotels revised standards for Maintenance Personnel

- 1.) Personnel shall ensure the use of PPE in all guest contact areas and during any guest interaction.
- 2.) Personnel shall trouble shoot via telephone first. Personnel shall not enter any guest room while occupied.

BON Hotels revised standards for Guest Transport and Vehicles

- 1.) Drivers and support personnel shall ensure the proper use of PPE at all times.
- 2.) Guest transport vehicles shall be stocked with disposable face masks and hand sanitiser for guests. In addition,
 - Game viewing vehicles shall not accommodate more than two passengers per bench seat.
- 3.) Guest and staff transfer vehicles shall not accommodate more than 50% of the licenced capacity at any time.
 - All vehicles shall undergo a sanitisation process after every use. This shall include:
 - The sanitisation of all interior hard surfaces that may have been touched by passengers
 - Exterior door handles
 - Interior windows and glass surfaces
 - Adequate airing of the vehicle prior to reuse.

Standard Guidelines on how to protect yourself from COVID-19 infection.

- 1.) Wash hands properly and regularly with an alcohol-based hand sanitiser or wash them with soap and water:
 - Before and after eating or drinking.
 - After going to the toilet, nose blowing, sneezing or coughing.
 - After cleaning procedures, handling waste and waste bins.
 - After handling contaminated (dirty) items.
 - Whenever hands become visibly dirty.
 - If in contact with a sick person, especially those with respiratory symptoms.
- 2.) Cover mouth when coughing and sneezing.
- 3.) Cover nose and mouth with disposable tissues – if you don't have a tissue, cough or sneeze into your arm or sleeve (not hand).
- 4.) Maintain at least one metre distance between yourself and anyone who is coughing or sneezing.
- 5.) Place used tissues into a sealed bin – wash your hands.
- 6.) Avoid touching your eyes, nose or mouth if your hands are not clean.
- 7.) If you are in a high-risk group, consider whether travel is in your best interest.

8.) Discuss your concerns with your doctor by phone and keep your distance from people who are sick.

Those considered to be at higher risk for COVID-19 include the following:

- People aged 65 years and older
- People with long-term medical conditions – for example, heart disease, lung disease, diabetes or liver disease.

Symptoms to look out for:

- A cough
- Shortness of breath
- Breathing difficulties
- Fever (high temperature)

Each of our properties has a full list of protocols to follow should a colleague or guest become ill.

These guidelines do not constitute legal advice and are purely for guidance.

For the most updated information, please refer to the [World Health Organisation \(WHO\)](#) and your local health authority.

To reach the health authorities in our operating regions, see below:

- [South Africa Department of Health](#)
- [Nigeria](#)
- [Ethiopia](#)
- [Namibia](#)