



3 LUXURY HOTEL SUITES

4 BUITEKANT STREET, MIDDELBURG, MPUMALANGA, 1035

YES, WE REMAIN OPEN & THIS IS OUR RESPONSE TO COVID-19

16 March 2020

DEALING WITH COVID-19

Dear Valued Guest & Client

We care about you, and have the highest interest in remaining strong, committed to you and this county as a whole, and we are doing everything we can to continue business; aligned with presidential instructions and the conviction we have to see the continent thrive. Furthermore, we are aware that you may have concerns and questions regarding our response to coronavirus (COVID-19), which the World Health Organization (WHO) declared a pandemic and our President has declared a national state of disaster. As such, we take the time to address this here:

We recognise that you may have concerns and questions regarding our response to coronavirus (COVID-19), which the World Health Organization (WHO) declared a pandemic and our President has declared a national state of disaster.

At 3 Luxury Hotel Suites we have always adhered to the strictest principles of hygiene and cleanliness at all of our hotels and properties. **With the current global situation, we have enhanced our cleaning and hygiene practices by:**

1. Educating and training staff on the virus, latest developments, recommended best practices on dealing with the virus from WHO and new enhanced cleaning procedures.
2. Making hand sanitizers available at all entrances to the hotel and throughout the hotel
3. Increasing cleaning of surfaces in public areas
4. Ensuring strict management of housekeeping department to ensure that all cleaning procedures are followed which includes increased the frequency of our extensive and rigorous cleaning procedures
5. Providing hand sanitizers to all staff
6. Implementing social distancing - our staff has been educated on the importance of remaining 1-meter away from guests and their fellow staff members.
7. Implementing contact less check in and check out service
8. Temporarily suspending dining in our onsite restaurants and dining rooms. We now provide in room dining for all guests
9. Reduced our occupancy, ensuring that we don't have more than 50 people on the premises at any point in time.

You can reduce your chances of becoming infected by following some of these tips:

1. Regularly and thoroughly wash your hands with soap and water
2. Avoid touching your face
3. Avoid physical contact as much as possible with other guests/staff members and other members of the public
4. Maintain a 1-meter distance between yourself and others
5. If you feel unwell, have a fever, are coughing or have difficulty in breathing, keep your distance from others and seek medical attention immediately
6. Respect official instructions by keeping up with official, approved and reliable news and updates for further instructions on how to conduct ourselves at all times

We are closely monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 and following the guidance of government and public health officials. We are reinforcing these agencies' recommendations on the appropriate health and safety measures with our hotel management teams.

Should you wish to read more about COVID-19, please visit the [WHO website](#).

Please be safe during this time.

Rest assured, we are committed to excellence in all we do and remain agile during these unprecedented times.

CONTACT US

Please free to contact us should you have any concerns.

Head office line: 010 020 5910

24 - Hours line: 061 122 5569 OR 071 679 4381

Yours faithfully,

3 Luxury Hotel Suites Management.

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