



Morukuru Family[®] Morukuru Beach Lodge

HEALTH & SAFETY PROTOCOL

Dear Guest

As we start to exit out of the Covid-19 pandemic, and we start to share our beautiful piece of Heaven-on-Earth with Guests again, we would like to take this opportunity to share a few of the measures that we are taking at Morukuru Beach Lodge to ensure that you and your family are kept safe and in good health during your stay with us. If you have any suggestions that you would prefer us to implement during your stay, we would love to hear from you prior to arrival so that we can ensure that these are in place.

Below information is based on the protocol that we have implemented. This protocol may change, should government regulations dictate so.

LOCATION & SECURITY

We are based in a beautiful Nature Reserve and access to and from the park is via an entrance gate which is closed during night times. Morukuru Beach Lodge is 15km away from the entrance. When in the park, road access to the lodge is controlled by a fence. No movement in the park is allowed after sunset.

There is no paramedic service available in the park. Doctors and private clinics are located in both Swellendam and Bredasdorp and are a 1-hour drive from the lodge.

STAFF

All our staff is employed on a live-in basis which means that they live in the staff village in the reserve and work based on a rotation schedule. None of our staff commutes outside the park.

Staff returning to work will be put through a thorough screening process and be isolated until deemed ready to engage with our guests again. Daily temperature screening will be undertaken to monitor health. We have instructed our staff about hygiene and social distancing.

CONCEPT

Morukuru Beach Lodge consists of five (5) separate bedrooms. Each room measures a spacious 90m² including its own private balcony. Should you require more personal outdoor space the honeymoon suite with a large private deck can be booked as an alternative. You will share Morukuru Beach Lodge with other guests, but there will not be any close interaction with other guests in the park. The lodge is in an isolated position, approx. 300 meters from the beach.

Our aim is to offer an exclusive experience, catered around your needs with maximum flexibility in a luxurious property and surrounded by nature. Your host will discuss the plans for the day regarding food, food style and the activities we have on offer.

During your stay, a fixed team will take care for you. These people do not rotate or change during your stay. You will always be served by the same people. Normally we encourage our guests to interact with our staff to create the best possible experience, in the end you are on holiday. It is however up to you to decide how much privacy you prefer; if preferred we can keep contact to a minimum.

We have supplied our staff with face masks and gloves. As a rule of thumb, the staff will naturally practice social distancing whilst delivering our high levels of service to you. If there are any other precautions that you would like to implement, we will be most happy to oblige.

Part of our service offering is that your room is serviced twice a day, in the morning during breakfast and in the evening during dinner. With respect to Covid-19 extra hygiene will be taken with regards to the cleaning of surfaces, toilets, taps and handles. Towels are replaced when used, your bedlinen is replaced every 2 days, unless you want to have it changed daily.

We will always have face masks, disposable gloves, swaps and hand-sanitizer available for you, should you require.

WELCOME & ARRIVAL

On arrival you will be welcomed by the team that will be hosting you. Your host will guide you in the lodge and will do an orientation with you. Part of the orientation is to discuss the hygiene and cleaning measures we have in place. We will endeavour to keep administration to as little as possible. Due to our limited number of rooms we will practise social distancing with regards to other guests during this process.

ACTIVITIES

Twice a day your ranger will take you out in the park or to the beach by foot or game viewer. This activity is a group activity; however, the ranger will give advice before the commencement of each activity as to the best practice for social distancing during that particular activity. This will ensure that you really do experience the best that Morukuru Beach Lodge has to offer. The game viewer will be disinfected after every use. The ranger will bring additional hand sanitizer and tissues, etc during the activities.

MEALS

Meals are served at the lodge, inside or outside. The tables in our dining areas have been placed in such a manner as to comply with social distancing. Obviously, tables and chairs will be thoroughly cleaned and disinfected for every use. We like to make up the table with fabric linen, but we do – if you prefer that – have paper napkins at your disposal.

All food will be served individually plated & prepared (i.e. no buffets), in controlled environments, under strict hygiene standards. Should you prefer to enjoy in-room dining, we will be happy to offer this service to you.

SWIMMING POOL

We have reduced the number of loungers around the pool to encourage social distancing. Fortunately, we have rooftop deck offering magnificent views of the ocean that will have some pool loungers on it as well, so that you can still soak up the sun. Pool loungers are completely sanitised after each use. The hot tub will remain closed for the time being due to hygiene regulations.

In the unlikely event that you should fall ill during your stay, we will assist in any way that we can, in order to ensure that you and your fellow travellers receive the necessary medical advice, and that you are taken care of during this period in line with Covid-19 regulations.

We do apologise if these measures seem overwhelming, but we take the health and safety of our guests and staff as our priority. Should you have any further questions or require any additional information please feel free to contact the General Managers – Louis and Trevor.