



AtholPlace

HOUSE & VILLA

AtholPlace House & Villa

Covid-19 Health & Safety Protocol

Dear guest,

As we begin to exit out of the Covid-19 lock-down restrictions, and we start welcoming our beloved guests back again, we would like to take this opportunity to share a few of the measures that we are taking at AtholPlace House and Villa, 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 situated in a quiet neighbourhood in Sandton, Johannesburg, with AtholPlace House and Villa each with its own private entrance and 24-hour security. You will have exclusive use of our facility from arrival until departure with only our attentive staff on the property.

There are numerous hospitals and health care facilities in our immediate area should it be required.

STAFF

Our staff will undergo a health screening daily upon arrival as well as temperature checks at specified intervals during the day.

Each staff member has been trained on personal hygiene and social distancing and we can ensure you that you are in very safe hands.

CONCEPT

AtholPlace House & Villa is an exclusive-use property. This means that your party will be the sole guests and there will not be any interaction with other guests. The house and Villa are completely separate.

What we want to offer is an exclusive experience, catered around your needs with maximum flexibility. Your host will discuss the plans for the day regarding food and the activities we can offer.

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AtholPlace

HOUSE & VILLA

During your stay, a fixed team will take care of you. This team consist of a manager/host, a chef, a butler, a sculler, 2 housekeepers and a maintenance man. These staff members do not rotate or change during your stay. You will always be served by the same staff, it is however up to you to decide how much privacy or interaction you prefer; if preferred we can keep contact to a minimum.

We have supplied our staff with face masks and gloves. It is up to you to decide if you want the staff to wear the face masks permanently when they are in your vicinity. If there are any other precautions that you would like to implement, we will be most happy to oblige.

Upon arrival you will be able to specify when and how many times you would prefer our housekeepers to service your room. In light of Covid-19, extra hygiene measures will be taken with respect to the cleaning of surfaces, toilets, switches, taps and handles. Towels are replaced when used, your bed linen is replaced every 2nd day unless you prefer to have it changed daily and we are most happy to organise your laundry.

We will always have face masks, disposable gloves, and 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 through the house and will do an orientation with you. Part of the orientation is to discuss the hygiene and cleaning measurements we have in place.

MEALS

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, in controlled environments, under strict hygiene standards.

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 Manager – Ryno van der Elst