



Morukuru Family® Morukuru Ocean House

HEALTH & SAFETY PROTOCOL

Dear guest,

As we begin to exit out of the Covid-19 lock-down restrictions, and we start to share our beautiful piece of Heaven-on-Earth with our guests again, we would like to take this opportunity to share a few of the measures that we are taking at Morukuru Ocean House, 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 beautiful Nature Reserve and access to and from the park is via an entrance gate which is closed during night times. Morukuru Ocean House is 15km away from the entrance. Inside the park road access to the property is controlled by a fence. No movement within the park is allowed before sunrise, or after sunset.

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

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 will 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 Ocean House is an exclusive-use property. This means that your party will be the sole guests and there will not be any close interaction with other guests in the park. The house is in an isolated position, approx. 650 meters from the beach.

What we want to offer is an exclusive experience, catered around your needs with maximum flexibility in a luxurious house and surrounded by nature. Your host will discuss the plans for the day regarding food, food style and the activities we can offer.

During your stay, a fixed team will take care of you. This team consist of a ranger/manager, a host, a chef, a butler, a sculler, 2 housekeepers and a maintenance man. 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, because after all, 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. 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.

Part of our service offering is that your room is serviced 3-times a day, in the morning during breakfast, one late afternoon and a last one during dinner. 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.

And we will always have face masks, disposable gloves, swaps 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.

ACTIVITIES

Twice a day your ranger will take you out in the park or to the beach by foot, bike or game viewer. This activity is exclusively with your party. The game viewer will be disinfected after every use. The ranger will bring additional hand sanitizer and tissues during the activities.

MEALS

Meals are served at the house, in- or outside, at the beach or in the bush. 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, 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 Managers – Louis and Trevor.