



# COVID-19 PROTOCOLS

*COVID-19 POLICY AND  
PROTOCOLS PLAN*



## Contents

|   |    |
|---|----|
| <b>1. COVID-19 Policy and Protocols Pledge</b> .....                      | 3  |
| <b>2. Purpose</b> .....   | 4  |
| <b>3. Application and Lockdown Regulations</b> .....                      | 4  |
| <b>4. References</b> .....  | 4  |
| <b>5. Definitions</b> .....   | 5  |
| <b>6. COVID-19 Compliance and Risk Officer</b> .....                      | 6  |
| <b>7. Suspected COVID-19 cases</b> .....                                  | 7  |
| <b>8. Access Control</b> .....  | 7  |
| <b>9. Hygiene Requirements</b> .....                                      | 8  |
| <b>9.1 Surface cleaning and disinfection</b> .....                        | 8  |
| <b>9.2 Hand hygiene</b> .....   | 9  |
| <b>9.3 Hotel</b> .....  | 10 |
| <b>9.4 In-house Laundry</b> .....   | 11 |
| <b>9.5 Kitchens</b> .....   | 11 |
| <b>9.6 Goods receiving/Loading bays</b> .....                             | 11 |
| <b>9.6 Cash</b> .....   | 12 |
| <b>9.7 Removal of non-essential accessories and surfaces</b> .....        | 12 |
| <b>9.7 Closure of unused areas</b> .....                                  | 12 |
| <b>9.8 Decontamination in the event of a COVID-19 case</b> .....          | 12 |
| <b>10. Physical Distancing</b> .....                                      | 13 |
| <b>10.1 All areas</b> .....   | 13 |
| <b>10.2 Hotel</b> .....   | 13 |
| <b>10.3 Restaurants</b> .....   | 13 |
| <b>10.4 Conferencing and Meetings</b> .....                               | 14 |
| <b>10.5 Pool</b> .....  | 14 |
| <b>10.6 Back-of-house</b> .....   | 14 |
| <b>11. Personal Protective Equipment (PPE)</b> .....                      | 14 |
| <b>12. Guests</b> .....   | 15 |
| <b>13. Conferences and functions</b> .....                                | 15 |
| <b>Appendix A – COVID-19 Entry to Premises Terms and Conditions</b> ..... | 16 |

## 1. COVID-19 Policy and Protocols Pledge

I, Denzil Hopkins, Owner of Majuba Lodge, a hospitality business in the Travel and Tourism Industry, hereby undertake to implement and maintain the following measures, as specified by the requirements set out in the Directive issued by the South African Government:

- Appoint responsible people for the implementation of administrative measures, including the identification of exposure risks, development of return to work plans, implementing control measures, and the communication and reporting thereof.
- Implement physical distancing requirements such as revised working arrangements, queuing and supervision to minimise contact between employees and guests and to install barriers and/or provide face shields where physical distancing is not achievable.
- Implement strict access control measures including screening our employees for symptoms or risk of exposure and manage any suspected or confirmed COVID-19 cases following guidance by the Department of Health and Department of Employment and Labour.
- Provide handwashing facilities and sanitisers throughout our facilities for our employees to use.
- Provide our employees with cloth masks and personal protective equipment (PPE) free of charge.
- Increase the frequency of cleaning and disinfection of all areas, especially frequently touched objects and surfaces.
- Improve awareness on COVID-19 for our employees and implement employee training programmes to ensure that our protocols are implemented effectively.
- Notify our employees of the contents of the Directive and our COVID-19 Policy and Health plan, which sets out how we intend to implement it.
- Furthermore, I pledge that we will adhere to the Travel and Tourism Industry Standard Protocols for COVID-19 Operations issued by the Tourism Business Council of South Africa, and updated from time to time, in our operations, premises and vehicles, and at all operating times.

We will continue to comply with all Directives, regulations and sectoral guidelines that may be published about COVID-19, cooperate with any inspections, and adhere to the Tourism Protocols until they are receded or replaced by alternative health and safety operating protocols.

We commit to these Protocols and we understand and acknowledge that we carry a responsibility to protect our employees, guests and thereby their families and the community from COVID-19.

Denzil Hopkins

## 2. Purpose

Majuba Lodge has developed comprehensive health and safety protocols that ensure physical distancing, sanitisation and hygiene practices for our employees and facilities, provisions for personal protective equipment (PPE) and where required contingencies for the protection of vulnerable individuals, and measures to deal with a potential COVID-19 incident on-site, including contact tracing.

We have documented and recorded these Protocols in this consolidated Policy and Protocols Plan. Our Protocols align with the World Health Organization (WHO), National Institute for Communicable Diseases (NICD), Department of Health (DOH), Department of Employment and Labour (DEL), and National Department of Tourism (NDT) Directives, guidelines, and advice.

We are also committed to complying with all industry and sector-related Protocols. We are closely monitoring these institutions for policy changes, revised guidelines, and Government Directives and will continue to make changes as necessary to our Protocols.

## 3. Application and Lockdown Regulations

The policy applies to our employees and our guests, as defined in this document. Furthermore, the nature and extent of regulations in respect of the obligations of Majuba Lodge ("the Company") to comply with COVID-19 regulations will be a direct result of the regulations issued under the Disaster Management Act and other relevant statutes. This policy remains in force as long as the declaration of a National Disaster, published in Government Gazette number 43096 of 15 March 2020, remains in effect.

## 4. References

Our preventative measures and protocols are guided by the following legislation, regulations, and guidance documents. This list is not exhaustive and will be updated as new information becomes available.

- Disaster Management Act, 2002: Classification of a National Disaster
- Disaster Management Act 2002: Declaration of a National Disaster
- Disaster Management Regulations: Alert Level 4 as of 30 April 2020
- Disaster Management Regulations: Determination of Alert Levels and Hotspots as of May 2020
- Occupational Health and Safety Act (OHSA), 85 of 1993, as amended
- Hazardous Biological Agents Regulations, 2001
- Facilities Regulations, 2004
- Basic Conditions of Employment Act (BCEA), 75 of 1997

- Protection of Personal Information Act, 4 of 2013
- Department of Employment and Labour Workplace Preparedness: COVID-19 (SARS-CoV-19 Virus) guidelines, issued on 22 March 2020
- Consolidated COVID-19 Direction on Health and Safety in the Workplace, Directive issued 4 June 2020
- COIDA Notice: Claims for COVID19 infections at the workplace as of 23 March 2020
- Public Transport Directions as of 4 May 2020
- DTIC: Recommended Guidelines for Fabric Masks
- World Health Organisation: Getting your Workplace Ready for COVID19 (19 March 2020)
- Department of Health: COVID19 Environmental Health Guidelines (16 March 2020)
- Department of Health: Rational Use of PPE Guidelines (26 April 2020)
- Guidance on vulnerable employees and workplace accommodation relating to COVID-19 (Version 4: 25 May 2020)
- Guidance note for workplaces in the event of identification of a COVID-19 positive employee (Version 5: 14 May 2020)
- Clinical management of suspected or confirmed COVID-19 disease (Version 4: 18 May 2020)
- Guidelines for symptom monitoring and management of essential workers for COVID-19 related infection
- Guidelines for quarantine and isolation relating to COVID-19 exposure and infection

## 5. Definitions

The following definitions are provided for consistency and clarity of the terminology used in this document.

|           |  |
|-----------|--|
| Directive | The consolidated Directive issued by the Minister of Employment and Labour in terms of Regulation 4(1) of the Regulations R480 of 29 April 2020 issued by the Minister of Co-Operative Governance and Traditional Affairs in terms of Section 27(2) of the Disaster Management Act.  |
| COVID-19  | Coronavirus disease 2019 (COVID-19) is a disease caused by the SARS-Cov-2 virus. The primary symptoms include: <ul style="list-style-type: none"> <li>• A fever, which is a temperature above 37.3 degrees</li> <li>• Coughing</li> <li>• Difficulty breathing/shortness of breath</li> <li>• Sore throat</li> <li>• Chills</li> <li>• Body aches, including headaches</li> <li>• Loss of taste/smell</li> </ul> |

|                        |  |
|------------------------|--|
|                        | <ul style="list-style-type: none"> <li>• Nausea, diarrhoea, and vomiting, or all</li> <li>• Individuals who contract COVID-19 may take anywhere from one to 14 days to develop symptoms</li> </ul>   |
| Virus                  | COVID-19   |
| Employee               | Anyone within the direct employ of Majuba Lodge  |
| Guest                  | Includes all day visitors, Hotel visitors and Conference attendees   |
| Physical Distancing    | Physical distancing (also referred to as Social Distancing) is a measure taken to prevent the spread of a contagious disease by maintaining a physical distance between people and reducing the number of times people come into close contact with each other. The current requirement is for people to maintain a distance of at least 1.5 meters from each other.   |
| Vulnerable individuals | <p>People that have a higher risk of developing severe illness due to COVID-19, and include:</p> <ul style="list-style-type: none"> <li>• People 60 years and older</li> <li>• People of all ages with underlying medical conditions, particularly when not well controlled, including: <ul style="list-style-type: none"> <li>○ Chronic lung disease or moderate to severe asthma</li> <li>○ Serious heart conditions</li> <li>○ Hypertension (high blood pressure)</li> <li>○ Severe obesity (body mass index [BMI] of 40 or higher)</li> <li>○ Diabetes</li> <li>○ Chronic kidney disease</li> <li>○ Liver disease</li> <li>○ Immunocompromised, including cancer treatment, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, prolonged use of corticosteroids and other immune-weakening medications</li> </ul> </li> </ul> |

## 6. COVID-19 Compliance and Risk Officer

Majuba Lodge has appointed a COVID-19 Compliance Officer (COVID-19 Officer). This Compliance Officer reports to the Owner on the implementation of COVID-19 Protocols and any issues related thereto. The COVID-19 Officer is responsible for:

- Implementing this policy.
- On-site Safety, Health and Environment (SHE) management.
- Conducting risk assessments and identifying the relevant control measures required to effectively eliminate or control identified hazards, as required by the Directive.

- Developing, implementing and communicating return-to-work plans to employees.
- Discussing the risk assessments and return-to-work plans with the representative trade union and SHE Committee.
- Submitting the necessary documents as prescribed by the regulations to the Department of Health and Department of Employment and Labour as required.
- Monitoring adherence to the control measures, standards, and health and safety protocols as outlined in the return-to-work plans.
- Managing and reporting COVID-19 incidents and material risks.

### **7. Suspected COVID-19 cases**

Where a person is suspected of having symptoms or risk of exposure to COVID-19, the incident management Protocols will be initiated. Our protocols include contacting trained individuals, equipped with the necessary PPE, to assist with isolating the individual, notifying the relevant authorities, assisting them to be transported to a testing facility for further assistance, and arranging for the areas they were in contact with to be decontaminated thereafter.

The COVID-19 Officer will investigate how a COVID-19 case presented on-site, and whether any controls need to be introduced, strengthened, or changed. While our priority is to protect the health and safety of our employees and guests, we need to run a sustainable business.

Therefore, the decision to – or not to – close part of the business, deep clean and arrange for some or all individuals to be sent home, will be based on the facts available at the time. Where an employee tests positive for COVID-19, all employees on that member's shift team will be required to self-quarantine for 14 days. COVID-19-free employees or employees who have quarantined for 14 days can return to work.

### **8. Access Control**

Points of entry to our property have been limited to ensure that access is controlled. Additional entry requirements have also been implemented to ensure that sick individuals, and those that do not comply with physical distancing and hygiene requirements, are prohibited from entering.

The following requirements must be fulfilled by our employees and guests to be allowed entry to the premises:

- Gates have been erected at entrances, and floor markings laid down to establish routes and ensure a distance of 1.5 meters is maintained between people.
- Every individual (employees and guests) must wear a cloth or disposable mask at all times throughout the property.
- Individuals must also accept our **COVID-19 Entry to Premises Terms and Conditions**.
- Before entering, individuals will be required to undergo a non-invasive temperature check and complete a medical screening questionnaire to assess their risk. Recorded details will be retained for contact tracing purposes, should it be required.
- Anyone displaying a temperature over 37.3°C, or presenting with flu-like symptoms, or that has indicated a high risk of exposure to the virus, will be taken to an isolation area for a secondary assessment and, if applicable, assisted in getting necessary medical care.
- Should employees identify any symptoms, they will be required to remain at home, contact their healthcare provider to obtain medical assistance and will be placed on paid sick leave in terms of Section 22 of the Basic Conditions of Employment Act (BCEA).
- For multiple-day Hotel stays, temperature recordings will be done when departing and arriving at the Hotel each day.

### **9. Hygiene Requirements**

Hand hygiene and cleaning remain our key defence against COVID-19; therefore, strict hygiene protocols have been implemented by our business.

#### **9.1 Surface cleaning and disinfection**

Our property has been deep cleaned and sanitized by professionals four times since reopening in September 2020. Our business and service providers use cleaning products and Protocols that meet United States Environmental Protection Agency (EPA) guidelines, are approved for use and are effective against viruses, bacteria, and other airborne and blood-borne pathogens.

We are working closely with our suppliers and service providers to ensure an uninterrupted supply of these cleaning supplies and the necessary personal protective equipment (PPE). Areas that are used continuously, such as counters or desks, are disinfected as often as practically possible. These surfaces are thoroughly cleaned daily. All other surface areas are cleaned and disinfected as per a defined cleaning schedule, which take into account how frequently the surface is used, what it is used for, and the surface type.

Cleaning and disinfection records are kept to monitor compliance. In addition, the following frequently touched objects and surfaces throughout our property and in/on vehicles, are disinfected between uses where practical, or at scheduled intervals as defined by a cleaning schedule:

|   |   |
|---|---|
| Door handles in rooms / vehicles / cupboards                      | Dining surfaces and seating areas   |
| Pens used by more than one person                                 | Public food-service utensils or receptacles/dispensers, handles, taps, buttons, etc |
| Light switches  | All counters and desks  |
| Credit card machines, especially the keypad buttons               | Plastic folders/clipboards and hand-over books                                      |
| Taps and mixers   | Kitchen surfaces  |
| Soap and sanitiser dispensers                                     | Fridge handles and doors  |
| Toilet roll holders   | Kitchen equipment   |
| Toilet flush buttons/levers                                       | ATMs  |
| Toilet seats and surrounding cubicle walls                        | Vehicle keys  |
| Plug switches   | Steering wheels and gear levers   |
| Computers and laptops and peripherals (screen and mouse included) | Dashboard controls  |
| Salt & Pepper shakers, and other static tableware                 | Armrests and the backs of seats/chairs in vehicles                                  |
| Printers and communal equipment                                   | Seatbelt buckles  |
| Vending machines  | Window levers/buttons   |
| Windowsills   | Air-conditioning controls and vents   |
| Lockers   | Cleaning staff trolleys   |
| Clock-in machine  | Furniture (sofas, tables etc)   |

## 9.2 Hand hygiene

Our employees and guests are required to sanitise their hands upon arrival at our entrances, check-in counters, and before entering our vehicles. Our employees or security personnel will administer the sanitiser, or it can be self-administered from a dispenser. Only 70% alcohol-based hand sanitisers are used at our properties.

Surface sanitisers are available for our employees and guests to wipe down frequently touched objects such as pens, credit cards, phones, wallets, purses, etc. when used. Hand sanitiser dispensers are also located throughout our property at high-traffic areas such as entrances/exits, toilets, reception, restaurants, meeting and conference venues, and in back-of-house areas.

Hand sanitiser or hand soap is provided in our hotel rooms. Hand soap or hand sanitiser is available in all bathrooms and change rooms.

Our employees are required to wash or sanitise their hands before, and immediately after, entering the work premises or vehicles, after changing into uniforms and using lockers, after using the restrooms, sneezing, touching their face, blowing their nose, cleaning, sweeping, mopping, smoking, eating, drinking, and going on break.

### **9.3 Hotel**

Walk-off mats that prevent excess dirt and grime build-up underneath shoes, which could release harmful particles into the air, are available at all entrances to buildings. Our employees do not handle guest's luggage.

At check-in/out counters pens are sanitised between each use. Where practical, physical barriers have been installed at these counters; alternatively, our employees wear face shields or masks.

When cleaning an occupied room, all surfaces, including phones, TV, air-conditioner and radio remote controls, kettles, curtain pulls, curtain edges, trays, amenity containers, and bottles, etc., are disinfected. Where possible, glasses, cups and teaspoons are replaced with disposables or clean ones. Soiled linen and towels from room changes are removed with care and gently folded to minimise shaking / dust release before being placed in quality plastic bags to be transported to the laundry.

Upon check-out, all furniture, surfaces, movable items, wall surfaces close to high-traffic, seating and lying areas, bathrooms, and all floors, are thoroughly cleaned and disinfected. Occupancy permitting, rooms will be left unoccupied for a day or more, to further assist in ensuring that rooms are decontaminated before the next check-in. Where required, additional sanitising such as room fogging or electrostatic sanitising may take place, and rooms will be sealed with a door hanger stating that they have been sanitised. This will also apply to meeting and conferencing venues.

All housekeeping trolleys are wiped down and deep cleaned at the end of each shift. All other equipment, including mops, wet cloths, etc. are disinfected by dipping them in a disinfectant solution after each room clean. At the end of each shift, cloths and mops are soaked in a disinfectant solution for 30 minutes. Cloths are washed on a high-heat cycle.

## **9.4 In-house Laundry**

Before entering the laundry, all laundry attendants must wash and sanitise their hands. On opening the laundry in the morning, or before any equipment is used, a laundry attendant will sanitise and wipe down all surfaces, including inside and outside the washing machine doors, the door handles, the irons, and tumble dryers.

Soiled linen received from rooms in plastic bags is opened one bag at a time and sorted into towelling and linen. Soiled-linen bins are washed and sanitised while the linen is being washed. Bins used for soiled linen are not used for clean linen.

While the washing process is taking place, the laundry attendant will also wash the floor with a disinfectant. When the wash cycle ends, the laundry attendant will remove their PPE and place them in a bio-hazards box. Only once all potentially contaminated PPE is removed, and their hands washed and sanitised, and a new mask put on, will the attendant open the machine to remove the clean linen and place it into clean and sanitised laundry bins before it is transferred to the tumble dryer or ironer. Where possible, linen changes will be staggered to ensure they are not all on the same day and to avoid a backlog at the laundry.

Clean linen and towels are then placed in the clean linen store. After all washing, ironing and folding are completed, the laundry room is sanitised, working from the far section of the room to the exit door. A bucket of disinfectant and bleach has been placed at the entrance to sanitise mops and cloths at the end of the shift.

## **9.5 Kitchens**

All kitchen equipment is cleaned and sanitised frequently as per our food safety programme, including surfaces such as handles, knobs, dials, switches and static equipment. Utensils, pots, pans and receptacles undergo more frequent hot washing. Kitchen equipment, crockery and cutlery is washed separately, on high-temperature wash cycles. All food containers and the exterior of any packaged food item not completely used will be sanitised with wipes after each use (before returning to storage after opening and extracting).

## **9.6 Goods receiving/Loading bays**

Deliveries on-site will be kept to a minimum.

Where possible, our employees are required to handle deliveries. Employees manning the loading and off-loading are required to wash their hands frequently between each delivery and load. All non-perishable goods are thoroughly disinfected at a station at the loading bay before entering the pantries and refrigerators. The entire area and its surfaces is also cleaned and disinfected at regular intervals. Suppliers have been advised as to how we will accept goods, and how their employees should arrive with necessary PPE.

### **9.6 Cash**

Contactless payment options are available to prevent the handling of cash by employees and guests at our facilities. These may include prepayments, EFTs, credit and debit cards. If a guest or employee handles cash, they must immediately sanitise their hands afterwards.

### **9.7 Removal of non-essential accessories and surfaces**

Where practical, we have removed non-essential surfaces to limit or reduce touching and the need for surface sanitising.

Examples of these include:

- Rugs, carpets, cushions and other decorative items
- Magazines, newspapers, flowerpots and vases, etc.; these items are available upon request and will be sanitised before and after use or if applicable, disposed of.
- All non-essential items in office spaces and on desks

### **9.7 Closure of unused areas**

Areas not in use have been locked to discourage use and reduce the need for regular surface or deep cleaning. These areas may include meeting rooms, restaurants, public bathrooms, changing rooms, and Hotel rooms etc. Some of these areas may be used upon request, and proper hygiene measures will be followed before and after use. Closed-off areas are appropriately marked with signage.

### **9.8 Decontamination in the event of a COVID-19 case**

Should a potential COVID-19 case be identified, areas that the person came into contact with will be isolated. If the patient is a Hotel guest, their room will be removed from service. These areas will only be returned to service if the individual tests negative. In the event of a positive case, the room and isolated

areas will be decontaminated by a licensed expert, before being returned to service.

## **10. Physical Distancing**

While standing in lines or moving around the property, employees and guests are encouraged to practice physical distancing of 1.5 metres (preferably 2 metres) from other groups of people not travelling with them. Exceptions to this rule are when a physical barrier is present, or where an employee is wearing a face shield or mask. The following physical distancing and capacity limit requirements are enforced throughout our property:

### **10.1 All areas**

- Clear floor markings, cordons, tape or rope, will be used to manage queues and ensure physical distancing. Queuing situations will be monitored and adjusted if proven to be inadequate.
- Excess chairs/stools, furniture in lounge, and tables have been removed or combined to reduce and spread seating capacity and enforce physical distancing.

### **10.2 Hotel**

- Physical-distancing stickers, along with bollards, tape, or both, have been implemented at reception.
- Peak-period queueing procedures have been implemented when the number of guests exceeds reception capacity. These consist of having guests wait outside reception in their vehicles until reception has completed transactions with other guests.
- Should a guest receive a package during their stay, it will be placed in a sealed single-use plastic bag.

### **10.3 Restaurants**

- Where possible, reservations are taken to manage demand and help ensure capacity limits are adhered to in restaurants.
- Hostesses and managers manage physical distancing at entries, waiting areas and queues.

- Peak-period queuing procedures have been implemented when guests cannot be immediately seated.
- Tables have been spaced to ensure appropriate distancing between each family or travelling party.
- Plexi shields have been placed around each table to ensure that guests are shielded from other diners in the breakfast room.

### **10.4 Conferencing and Meetings**

- Seating has been arranged to ensure distancing, and capacity limits are enforced as per Government guidelines.
- All arrival areas, tea break and foyer areas have been demarcated with grids, bollards, tapes, etc. for spacing and queue management.

### **10.5 Pool**

- Pool-use capacity will be determined and monitored according to the need thereof.

### **10.6 Back-of-house**

- Where practical, employees are scheduled to work staggered shifts in teams, which are rotated to ensure physical distancing and capacity limits are adhered to.
- Where possible, employees staggered shifts commence in off-peak times to reduce the pressure on public transport and avoid overcrowding.
- Where possible, all office, work, food and beverage spaces have been re-arranged to ensure physical distancing between employees.

## **11. Personal Protective Equipment (PPE)**

Based on their role and responsibilities, and in adherence to legislation and guidance, employees may be required to wear additional PPE. Other PPE requirements may include:

- Disposable or reusable gloves depending on the hazards associated with their job.
- Disposable gloves and aprons for housekeeping when cleaning bathrooms. They will also be required to sanitise their hands and shoes and don a new disposable apron before entering the next room.

- Disposable plastic aprons for clearing and wash-up functions.
- Laundry attendants are required to wear disposable gloves, masks, boiler suit/disposable aprons and shoe coverings.
- Disposable gowns or aprons are required for waste disposal.
- Gloves and disposable aprons are required for vehicle cleaners.
- Shoe protection or safety boots and disposable aprons will be required for employees receiving deliveries.
- Face shields or masks are required for employees likely to work close to guests and where physical barriers are impractical to install.

### **12. Guests**

Various awareness measures have been implemented at our business, to ensure that our employees and guests are made aware of how we are protecting them, and of the necessary personal hygiene measures they must implement to protect themselves during this time.

Signage is available to inform our people on the following critical topics:

- Dangers of the virus and how it is transmitted
- Where people can go for testing
- What we are doing to protect our employees and guests
- Our access control requirements
- Correct handwashing and hand sanitisation practices
- How cloth masks should be used and how disposable masks should be handled
- How to practice hand and respiratory hygiene
- How to practice physical distancing, including spacing requirements when queuing, and at elevators and escalators
- Floor signage markings in all queuing areas

### **13. Conferences and functions**

All conferences and functions are subject to regulations regarding permitted events and size. In any event, conferences and meetings will be operated on a similar basis to other public areas and restaurants, with revised floor plans and reduced capacities at 50% to ensure physical distancing between delegates. Cocktail functions will not be held.

Only individual water and mints will be provided. Pens and paper will be provided, and delegates will be instructed to keep these in their possession for the duration of the meeting or conference. Leftover paper and pens will be wiped or disposed of.

## Appendix A – COVID-19 Entry to Premises Terms and Conditions

1. I hereby acknowledge that these premises are owned and or are operated by Majuba Lodge directly.
2. By completing this screening questionnaire to enter these premises, I confirm, to the best of my knowledge, that I am not infected with COVID-19, have not been in contact with any person who has been infected, and have not travelled to any destination that is considered a high-infection rate area.
3. I also agree and give express consent to Majuba Lodge and its agent(s) to obtain, process and further process my Protected Personal Information (PPI) for any lawful purposes relating to its COVID-19 preventative measures implemented at these premises. I understand that my PPI is the prescribed information falling within the definitions of personal or special personal information as set out in the Protection of Personal Information Act of 2013. My PPI includes, at the least, my full names and surname, ID number, address, and telephone number. The obtaining and processing of my PPI allows, at a minimum, for Majuba Lodge to:
  - Record my Protected Personal Information.
  - Meet any lawful obligation imposed on it.
  - Furnish my Protected Personal Information to any authority and entity which is part of Majuba Lodge for purposes of giving effect to the promotion of COVID-19 restrictions and preventative measures.
  - Perform any statistical and other analyses to identify potential risks, persons and trends concerning COVID-19.
  - Doing any other thing to further its legitimate business interests to the full extent permissible by law.
4. Furthermore, I agree and consent to Majuba Lodge retaining my PPI for such periods as deemed necessary by Majuba Lodge for its legitimate business purposes and record-keeping Protocols.
5. I accept that Majuba Lodge takes reasonable and practical steps to safeguard PPI in its possession. To the fullest extent permissible by law, I hereby indemnify and hold Majuba Lodge, its employees and agents harmless against any liability, damages and/or legal action whatsoever and howsoever arising, including negligence on the part of Majuba Lodge, its employees or agents. Majuba Lodge shall not accept liability for any damages, or any type of loss suffered by me.
6. Majuba Lodge reserves the right to refuse me access to these premises should I present any signs or symptoms in relation to the COVID-19 virus, or in the event that I am not fulfilling the purpose for which I entered these premises, or my conduct within these premises is undesirable for purposes of promoting COVID-19 preventative measures.

## COVID-19 POLICY AND PROTOCOLS PLAN

7. In the event that Majuba Lodge makes any indulgence or deviation of these terms and conditions in favour of me, then such indulgence or deviation shall not be misconstrued to be a breach or waiver of these terms and conditions or any rights of Majuba Lodge.
8. The above clauses are severable from each other. In the event that any clause or part thereof is unenforceable in law, then that clause or part thereof shall be severed from these terms and conditions, and the surviving clauses and parts thereof shall remain in force.