

Legacy Hotels & Resorts



HEALTH, HYGIENE & SAFETY PROTOCOL

As a valued client, guest, and partner of ours, you have come to expect and enjoy the Legacy experience when you visit our properties, restaurants, spas and facilities. This commitment to service excellence will not change, however as the world we live in has now changed, we need to adapt.

We want to be absolutely sure that when we welcome you again, we have taken every necessary precaution to minimize the risk of infection and transmission of COVID-19 to employees, contractors, day visitors and overnight guests. We will endeavor to continue to offer experiences with the highest measures of health and safety standards in place.

Your future interaction with us at any of our properties protects every aspect of the customer experience and at all touch points you will observe a heightened difference.

Our policy includes and is not limited to the below:

- A pledge to adhere to the protocols as set out the World Health Organisation (WHO), the Ministry of Health or Department of Health in country of operation, the guidelines as set out the Ministry of Tourism or relevant Tourism bodies in country of operation.
- The appointment of a COVID-19 Health and Safety officer in every operation to ensure adherence to the protocols.
- Guests, staff, visitors and contractors to adhere to medical declarations / travel arrangements
- Guests, staff, visitors and contractors' temperature monitoring
- Guests, staff, visitors and contractors' information dissemination and briefings
- Staff training on Health and Safety Protocols
- Guests, staff, visitors and contractor's various levels of Personal Protective Equipment, including face masks covering nose and mouth, and worn at all times in public spaces.

Heightened sanitising and hygiene practiced in all areas of operation including;

- Transfers and shuttles to and from a Legacy property
- Arrival at a Legacy property and Concierge
- Reception, Public Area and Lounge
- Housekeeping (back of house, public areas and guestrooms)
- Gym and Fitness Areas
- Restaurants, Bars, Food Service Areas, Room Service and Kitchens
- Conference and Meeting Rooms
(Legacy Virtual Conferencing – is being introduced across our properties – enquiries to hotels direct)
- Maintenance (back of house, public areas, and guest rooms)
- Contractors / 3rd Party / Stock Delivery / Loading Bays
- Rest Rooms
- Game Activities (game drives, game walks, Junior Rangers etc.)
- Staff areas (staff entrances, staff change rooms, staff canteens etc.)
- Offices and office staff

Heightened sanitizing
and hygiene practices



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Special attention areas will include

- Hand washing & sanitizing
- Surface areas sanitizing
- Luggage handling
- Cash handling
- Removing unnecessary surfaces / areas / equipment / procedures
- Physical distancing standards
- Collecting as much information as possible at reservations and not on arrival

Capacity Controls

- Restaurants (in and outdoor) and Bars
 - Lounges & Waiting areas
 - Casinos
 - Queues
 - Lifts
 - Vehicles - Chauffeured
 - Pools & Pool Areas
 - Conference and Events
 - Gyms, Spas, Shops, Play Areas
 - Any other activities
- Standard Procedures are in place for guests, staff, visitors or contractors showing COVID- 19 Symptoms or confirmation of infection. These protocols are available upon request.

We hope this gives you the insight and comfort you need to reassure you that as always Legacy Hotels & Resorts places our guests, staff, visitors, partners' health and safety at the forefront of the experience we offer you.

We Look forward to welcoming you to #DestinationLegacy in the very near future

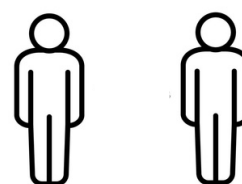
For more information, and to stay informed and updated on Legacy's news and promotions, please visit our website or contact us via email or phone.

www.LegacyHotels.com
Email: hotels@legacyhotels.com
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Regular surface area sanitizing



Physical distancing protocols



Reducing the time at check-in by getting as much necessary information ahead of arrival from the guest



Capacity controls throughout our operations.

