

CRYSTAL
SPRINGS
MOUNTAIN LODGE

HygienicHospitality
Not just clean, it's VRS Clean!

For more information, queries or additional requirements
pertaining to health and safety protocols, please contact our
Reception Desk: +27 13 768 5000 | crystalsinfo@crystalsprings.co.za



Crystal Springs
Mountain Lodge



Not just clean, it's VRS Clean!

*The health and safety of you, our valued guest,
is of utmost importance to us.*

We remain dedicated to providing you with a comfortable stay, as such
we have implemented additional sanitation protocols for your protection.

Please take note of the safety measures put in place for your safety and the safety of fellow guests.

ENTRY REQUIREMENTS:

- Security will, upon arrival, measure the temperature of each and every individual occupying the vehicle. Should any occupant's temperature measure above 37.8°C, the vehicle will unfortunately not be permitted to enter the premises.
- Guests are required to complete up-to-date and accurate documentation with regards to their health and travel history upon arriving at the Resort.



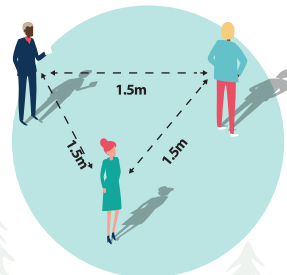
DISINFECTING ETIQUETTES:

- Guests are required to disinfect their hands upon arrival, and to maintain hand hygiene throughout their stay.
- Hand sanitiser, touchless where possible, will be made available at all high-traffic points.
- Entry doors may be left open to minimise surface touching. Guests are advised to keep touchpoints to a minimum while in public spaces.
- Surfaces and floors will be frequently and thoroughly cleaned.



SOCIAL DISTANCING:

- A distance of 1.5 metres from others must be adhered to at all times.
- Ground markings have been installed in public areas as a measure to guide social distancing parameters.
- Selected activities and facilities may remain restricted in occupancy.



HOUSEKEEPING:

- In preparation for your arrival, Housekeeping will ensure that the Unit is thoroughly cleaned and sanitised. Once all hygiene protocols have been observed the Unit will be 'sealed'. Guests will see the official HygienicHospitality seal to indicate that the Unit has indeed been cleaned and sanitised and that no other person has entered the Unit post-cleaning.
- Housekeeping will be kept to a minimum throughout your stay to ensure social-distancing is upheld. Please be in touch with the Reception desk for any Resort-specific housekeeping information or additional arrangements.
- Please adhere to the set check-in and check-out schedule to allow for thorough cleaning and sanitation protocols.



PERSONAL PROTECTION EQUIPMENT (PPE):

- Transparent Perspex screens have been erected at reception counters. Alternatively, reception staff has been issued with face shields and masks for protection.
- Guests are required to wear a mask, which covers the nose and mouth. Accordingly, guests who fail to adhere to this regulation will not be permitted to enter the Resort premises.
- While in public spaces guests are required to, at all times, wear a protective mask.



Our HygienicHospitality team representatives will ensure that these protocols are strictly adhered to, in the best interest of all parties.

We would like to thank you...
for your continued support during this time and for choosing
Crystal Springs Mountain Lodge as your preferred holiday destination.