

# IN RESPONSE TO THE DYNAMIC COVID-19 SITUATION WE ALL FIND OURSELVES IN

We would like to share with you what actions we are taking as we adapt to the “new normal” at Ama Casa Cottages. Rest assured we are adhering to all the required safety and hygiene protocols. Providing safe and clean environments for our guests and staff is a top priority for us and yet at the same time we would like to maintain that “home away from home” feel that you all love about Ama Casa.

Guided by **The Tourism Industry Standard Protocols** for COVID-19 Operations we have had to heighten our standards for hygiene and cleanliness at Ama Casa and this has meant changing a few “norms” to align with these protocols. We would like to personally ensure the well-being of every guest from the moment a reservation is confirmed till check-out.

**Dave and Les and all our staff have been vaccinated against Covid-19.**

**OUT OF RESPECT FOR OUR TEAM MEMBERS AND OUR GUESTS, WE COMMIT TO BUILDING TRUST AND CONFIDENCE BY:**

**QUESTIONNAIRE** All persons entering the premises will be required to complete a short questionnaire before arrival to ensure they are free from any sickness and have not had contact with confirmed cases of COVID-19 in the previous 14 days.

**TEMPERATURE SCREENING** Temperature of all persons entering the premises will be checked and all staff will be checked prior to the start of their work shift.

**USE MASKS** Everyone to wear masks in public areas.

**HAND SANITIZER** Hand sanitiser is available in each cottage

**OWN GLOVES** Gloves are not recommended in the protocols we have received, however you are welcome to have your own.

**DISINFECTION** All non-porous, metal or plastic non-disposable equipment, as well as surfaces, will be cleaned and then disinfected between bookings

**SOCIAL DISTANCING** Physical distancing protocols to be maintained by ensuring 2 metres between individuals.

Dave and Les are responsible for all the cleaning and sanitising of your cottage. Age-wise we are in the ‘danger zone’ and therefore we respectfully request that you assist us by **ensuring that all your soiled dishes and kitchenware are left cleaned and washed.** After we have checked you into your cottage we shall not be entering the cottage again for servicing purposes during your stay. I know that this is an irregular request but we hope that you understand that desperate times call for desperate measures.