



HEALTH & SAFETY PROTOCOL

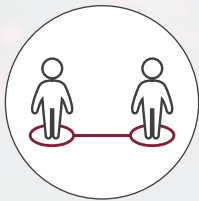
At Steenberg our priority is keeping our staff and guests safe. These are the measures we are currently taking to ensure this.



- Designated COVID-19 Compliance Officer.
- We've enhanced our cleaning protocols with the support of BioAlgibac. The entire spa is sanitised at closing thus ensuring it is fully sanitised upon opening.
- The rooms are sanitised and aired before and after each guest.
- Contactless payment options available.
- The reception area is sanitised after each guest enters or leaves the Spa.
- Treatment rooms are aired between treatments. To limit the spread of the virus there will not be back-to-back bookings in treatment rooms.



- Health and temperature screening for staff as well as guests entering the property will be done at the main security entrance to the estate.
- Staff will undergo a second health and temperature screening to ensure all is in order when arriving at the Spa to sign in. This is done by the COVID Officer.
- Guest temperature screening will be performed every time a guest leaves or returns to the estate.
- Guests will be required to complete a health questionnaire on entering the spa, prior to their treatment commencing.
- The number of staff in key areas are limited.



- Each area of our spa has access to waterless hand sanitisers which are used by therapists in their rooms and offered to guests at reception, relaxation areas, change rooms and bathrooms.
- Therapists will offer guests hand sanitiser before they begin the consultation or start a treatment, even if they have already used it at reception.
- As per our protocols, the therapist will wash their hands with soap and water before and after each guest and will use waterless hand sanitiser in between. They will be wearing masks, gloves and aprons during each treatment.



Key hygiene controls are in place for each of the following stages:

- Supplier and contractor contact
- Storage of guest linen, towels and amenities
- Cleaning products and equipment

We will notify and update guests via our social media pages on any developments on the farm.

#ReDiscoverSteenberg