



STELLENBOSCH READY COVID-19 TOOLKIT



WHAT IS STELLENBOSCH READY?



- **Customer and guest confidence** in times of COVID-19 and beyond will be the **driver of demand** for our destination and tourism businesses.
- As we inch towards the 'new normal', we know **travellers will be looking for destinations that are safe and responsible**, destinations that put their guests' wellbeing first and destinations that guarantee that, in this fluid environment, their booking is safe.



WHAT IS STELLENBOSCH READY?

Stellenbosch Ready delivers on all three critical guest needs:

- 1. WTTC validated Health and Safety Protocols**
- 2. Training on Health and Safety Protocols**
- 3. Flexible booking and cancellation terms**



By supporting **Stellenbosch Ready**, we present a unified consumer-friendly front as a collective and reassure customers and guests that they are the centre of our efforts to ensure a safe, welcoming, and responsible environment for their next visit.

A close-up photograph of a person's hands being washed with white soap. The person is wearing a white t-shirt, and the background is a solid orange color. The hands are cupped together, and the soap is being lathered.

1. HEALTH AND SAFETY PROTOCOLS

- **Adhering to Protocols:**

At the core of earning the confidence of our customers and guests are robust health and safety protocols. Visit Stellenbosch has devised these for each sector, based on those defined by the Tourism Business Council of South Africa (TBCSA) and validated by the World Travel and Tourism Council (WTTC), and these are all available on the Visit Stellenbosch member site for [download](#).

- **Marketing of Protocols:**

Staff- and guest-facing marketing collateral will be made available for display.



2. TRAINING

- **Adoption of Protocols:**

Members must send their staff for training or provide information to all staff members. Face-to-face training can be done through the Bergzicht Training Centre.

A COVID-19 Compliance Officer from each establishment must also be appointed and undergo COMPULSORY training offered by the Tourism Business Council of South Africa's eLearning programme.





3. FLEXIBLE BOOKING AND CANCELLATION TERMS

- We want our guests to know that “we’re ready when they are”
- We need to remove the fear around new bookings.

Remove that ‘fear’ by offering a full refund for any **COVID-related cancellations**:

- **Require guests to pay a refundable deposit on confirmation**
- **Don’t require guests to pay a deposit on confirmation, then manage your risk**
- **Allow cancellations for COVID-related reasons up to 48 hours, or 24 hours prior to arrival.**
- **Be flexible!**
- **Be reasonable! (with your cancellation penalty)**
- **Be transparent!**
- **Communicate your policy**

THIS WILL BE THE EXCEPTION, NOT THE RULE

SO DON’T MANAGE YOUR BUSINESS AROUND THE EXCEPTION!!!



THE STELLENBOSCH READY STAMP



The **Stellenbosch Ready** stamp will allow travellers and other Travel & Tourism stakeholders to recognise Visit Stellenbosch members that have adopted the standardised health and hygiene protocols devised for each sector, based on those defined by the Tourism Business Council of South Africa (TBCSA) and validated by the World Travel and Tourism Council (WTTC), specifically to address COVID-19.

In addition to the adoption of these protocols, Visit Stellenbosch members who commit to the Stellenbosch Ready programme will endeavour to remove the fear around new booking confirmations and institute flexible booking terms as much as possible.

THE STELLENBOSCH READY STAMP



- All Visit Stellenbosch members will be able to use the stamp, provided they comply with and accept the Stellenbosch Ready Pledge.
- All Visit Stellenbosch members using the stamp have confirmed that they have implemented, and will ensure ongoing compliance with, the requirements of Stellenbosch Ready.
- Please fill in the pledge and send to ready@visitstellenbosch.org.
- The stamp is free to use and can be used online via website, emails & social media and also on printed collateral. When you post on social media, please use the hashtag #warmheartstellenbosch.
- To help you with promoting the stamp and protocols, we have compiled a range of assets for you to use, [click here](#) to access.

STELLENBOSCH READY PLEDGE

VISIT STELLENBOSCH COVID-19 Stellenbosch Ready Pledge

_____ pledges to adhere to the Stellenbosch Ready protocols for COVID-19 during the time of the pandemic as prescribed by the TBCSA (Tourism Business Council of South Africa) and validated by the WTTC (World Tourism and Travel Council).

Our number one priority is to ensure the continued health and safety of our team members, our partners and our visitors and guests. We are committed to containing the spread of the COVID-19 virus, and we will follow the recommended precautions and preventative guidelines.

In addition to the adoption of protocols, we will designate a COVID-19 Compliance Officer and agree that extensive training and information will be provided to all staff.

In recognition of our critical role to provide a unified visitor- and guest- friendly front, we will use our best endeavours to institute flexible booking terms.

We support **Stellenbosch Ready** and want to reassure visitors and guests that they are the centre of our efforts to ensure a safe, welcoming, and responsible environment for their Stellenbosch visit.

Name _____

Date _____

Signature _____



IN ALIGNMENT WITH THE
GLOBALLY RECOGNISED:




#WarmHeartStellenbosch
www.visitstellenbosch.org



STELLENBOSCH READY ASSETS

STELLENBOSCH READY BUSINESS CHECKLIST

Coronavirus (COVID-19): Stellenbosch Ready General Checklist



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Intervention Area	Indicators	Yes	No	Not Applicable	Comments
Preparation for prevention	Has a risk assessment of the shop been done to determine (a) likely points where people interact and (b) places where contact between people and objects would occur?				
	For each point identified above, have practical measures been devised to both limit contact and disinfect after contact?				
Staff training	Have staff been educated on ways in which coronavirus is spread and trained on how to prevent spread of coronavirus at work and home?				
	Have staff been advised what activities of their job poses risk of infection and which prevention measures apply specifically to them?				
	Have staff been informed on how to manage clothes worn at work?				
	Have the above messages been repeated at regular intervals and are they supported by appropriate signage?				
Monitoring staff	Have staff been advised to stay away from work if they develop any symptoms of coronavirus, and to attend a coronavirus testing centre or call the provincial hotline?				
	Are staff being screened for symptoms of coronavirus on arrival at work?				
	If temperature checks are being done, is a non-contact thermometer (thermal scanner) being used?				
	Is there a protocol in place for how to manage an employee who presents with symptoms at the workplace?				

01

Intervention Area	Indicators	Yes	No	Not Applicable	Comments
Cleaning of hands	Have staff been educated on hand hygiene measures, including when and how to clean hands properly?				
	Are facilities available for staff and customers to clean their hands regularly, either with soap and water or with alcohol-based hand sanitiser?				
	Is there an alcohol-based hand sanitiser available at each till point for staff and customer use?				
	Have sanitising wipes been placed at frequent touch point areas, such as weighing scales and door handles?				
Other hygiene measures	Have staff been educated on other hygiene measures, such as not touching mouth/nose/eyes with unwashed hands, and coughing/sneezing into elbow or tissue?				
Daily cleaning routines	Are all frequently-touched surfaces and objects cleaned and disinfected daily?				
	Are these surfaces being cleaned with soap and water, and then disinfected with a dilute bleach solution?				
	If the area cannot be cleaned with soap and water, is it being wiped down with a 70% alcohol solution?				
Cloth face masks	Have staff been provided with at least 2 cloth masks each, free of charge, to wear while at work and while commuting to and from work?				
	Have staff been trained on how to put on, wear, remove and wash cloth masks correctly?				
Face shields or visors	If face shields or visors are being used, have staff been trained on how to put on, wear, remove and clean these correctly?				
	If face shields or visors are being used, are masks being worn in addition to these?				
Perspex or glass guards	If perspex or glass guards, are they being cleaned regularly with soap and water and then disinfected with dilute bleach or alcohol solution?				
	If perspex or glass guards, is there signage advising staff and customers to avoid touching the guards?				

02

Intervention Area	Indicators	Yes	No	Not Applicable	Comments
Ventilation	Has natural ventilation been maximised where possible, e.g. leaving doors and windows open?				
Physical distancing of staff	Have work spaces been rearranged if necessary, to allow physical distancing of at least 1.5m between staff members?				
	Have staff been advised to avoid gathering closely together in common areas such as kitchens?				
	Have administrative staff members been allowed to work from home if possible?				
	If staff transport being used, are measures in place to ensure vehicles filled to a 50% loading capacity (using a risk-based approach), windows kept open and staff wearing cloth masks?				
Entrance	Have additional entrances/exits been closed so only 1 entrance/exit is available for customers?				
	Has the maximum number of people allowed in the establishment at one time been calculated?				
	Has a staff member been positioned at entrance/exit to control number of customers entering and ensure those inside are maintaining a distance of at least 1.5m from each other?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands when entering and exiting?				
Advice for till-points	Are staff cleaning their hands with alcohol-based hand sanitiser prior to assisting each customer?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands before being assisted?				
	Are customers being encouraged to swipe own loyalty and credit cards, and to use payment systems that minimise contact such as "tapping" and barcode scanning systems such as Snapscan?				
	Are customers being offered alcohol-based hand sanitiser to clean their hands after being assisted?				
	Are all surfaces, till and credit card machine being wiped with hand sanitiser or dilute bleach solution after assisting each customer?				
	Are staff cleaning hands with alcohol-based sanitiser after wiping the surface area, till and credit card machine?				
	At end of each day, are work areas being cleaned with standard cleaning products, or wiped with a dilute solution of bleach?				

03

Intervention Area	Indicators	Yes	No	Not Applicable	Comments
Staff canteen or break room	Have staff break times been staggered to minimise the number of staff in the canteen/break room at the same time?				
	Have staff been allowed and encouraged to spend breaks outdoors?				
	Are there visual aids or signage to remind staff to wash hands before eating and maintain physical distancing?				
	Is there a facility for staff to wash hands with soap and water in the break room?				
	Are all surfaces in break room being cleaned thoroughly and frequently?				
Bathroom facilities	Are tables and chairs spaced at least 1.5 metres apart from each other?				
	Are there visual aids or signage to remind staff and guests to wash hands?				
	Is there a facility for staff to wash hands with soap and water?				
	Are there disposable paper towels available for drying hands after washing?				
Handling of waste	Is there a large sealed bin available for disposal of used paper towels?				
	Are bathrooms being cleaned thoroughly and frequently?				
	Are bins emptied regularly to avoid overflowing?				
	Is waste from waste containers being disposed of into plastic bags and sealed before discarded into general waste for refuse collection?				
Receiving goods from suppliers	Are utility gloves being worn by staff when emptying the waste containers?				
	Are closed shoes being worn by staff handling waste and by cleaning staff?				
	When delivering goods, are drivers remaining in vehicles if possible?				
	Is physical distancing being maintained during the delivery process?				
	Are drivers using alcohol-based hand sanitiser before handing any delivery documents to staff?				

04

EXAMPLE OF A STAFF-FACING POSTER

www.visitstellenbosch.org

THE 5 PRINCIPLES

1.



You must wear your mask at all times. Remember how to put it on and take it off safely and how to clean it.

2.



Keep to your dedicated work areas and stand at least 1,5 - 2 meters away from other people.

1.



We promote good respiratory hygiene and ensure mandatory use of masks or face coverings for all staff members.

2.



Signs will help you ensure social distancing up to 2 meters from other people.

3.



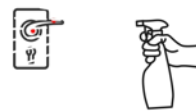
Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks. If surfaces are dirty, clean them.

4.



Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, before and after going on lunch and tea, after going to the toilet and before going home. If soap and water are not readily available, use a hand sanitizer that contains at least 70% alcohol. DO NOT touch your eyes, nose, and mouth with unwashed hands.

3.



We're doubling down on sanitisation and will clean and disinfect high-touch surfaces and objects regularly.

4.



We promote regular and thorough hand washing and have put alcohol based solution dispensers in prominent places.

5.



Keep your mouth and nose covered with a tissue or elbow when coughing or sneezing.

5.



We follow breathing etiquette best practices and will keep our mouth and nose covered with a tissue or elbow when coughing or sneezing.



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EXAMPLE OF A CONSUMER-FACING POSTER

THE 5 PRINCIPLES

Our staff have received information and/ or specific training on how to take basic precautions to prevent and control infection relating to the COVID-19 outbreak.

Here's a few things you may notice inside this Stellenbosch establishment:

1.



We promote good respiratory hygiene and ensure mandatory use of masks or face coverings for all staff members.

2.



Signs will help you ensure social distancing up to 2 meters from other people.

3.



We're doubling down on sanitisation and will clean and disinfect high-touch surfaces and objects regularly.

4.



We promote regular and thorough hand washing and have put alcohol based solution dispensers in prominent places.

5.



We follow breathing etiquette best practices and will keep our mouth and nose covered with a tissue or elbow when coughing or sneezing.



#WarmHeartStellenbosch
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THE 5 PRINCIPLES

Our staff have received information and/ or specific training on how to take basic precautions to prevent and control infection relating to the COVID-19 outbreak.

Here's a few things you may notice inside this Stellenbosch establishment:

1.



We promote good respiratory hygiene and ensure mandatory use of masks or face coverings for all staff members.

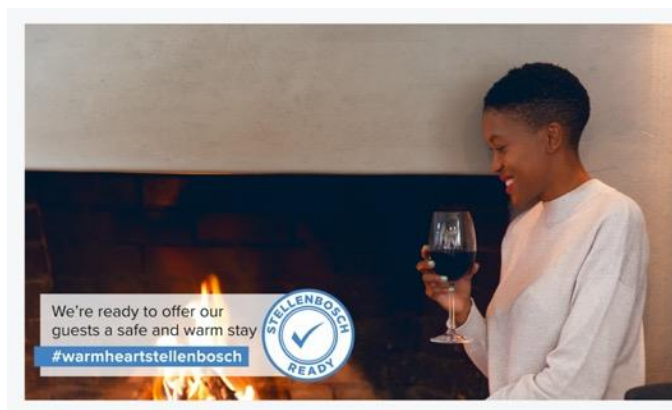
STELLENBOSCH READY FACEBOOK FRAME



SOCIAL MEDIA OVERLAYS

HOW TO ADD AN OVERLAY OR OFFER TO YOUR TRAVEL>

<https://www.facebook.com/business/help/1492206750869184?id=221593351918232>



STELLENBOSCH READY BADGE



STELLENBOSCH READY PPE TOOLBELT





STELLENBOSCH READY WELCOME PACK

- Sticker for window
- Stellenbosch Ready buttons
- Consumer-facing Pledge
- Consumer-facing and Back-of-house Poster on 5 Golden Rules
- Social distancing decals
- Detailed protocols

STELLENBOSCH READY TRAINING





! Covid-19 Workplace Training

Scope & Purpose

- The training was developed for hospitality employees to create awareness of the dangers of Covid-19 and how to work within the protocol guidelines of the TBCSA.
- How to prepare the workplace for the return of guests while creating a sense of safety and still maintaining a welcoming environment.
- Delegates develop an improved level of knowledge in order to manage their own area of responsibility at the workplace.

Outcomes

- Improving delegates' knowledge of Covid-19.
- Understanding and following the 5 Golden Rules of combatting Covid-19 at all times.
- Facilitating a detailed understanding of protocol guidelines.
- To remain calm and kind under challenging circumstances when returning to work.



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Who should attend:

The training is designed for management and all levels of employees returning to the workplace in line with Level 3 lockdown protocols.

Course Outline:

- Background and Jargon of Covid-19.
- The 5 Golden Rules of keeping yourself and others, as well as your personal and work environment, safe.
- Detailed TBCSA protocol guidelines for the hospitality industry:
 - *General Work and Travel Protocol
 - *Guest Interaction
 - *Food Safety
 - *Housekeeping & Laundry
- Training includes Experiential Exercises and concludes with an Evaluation and Assessment.



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Venue:

Training can take place at your own establishment with own beverages and individually packed snacks or as informed by Visit Stellenbosch for larger groups.

Strict protocols will apply at all venues.

Duration:

Contact Training: 08:30 to 13:00 or 13:30 to 18:00 (4 ½ hrs including break and activities)

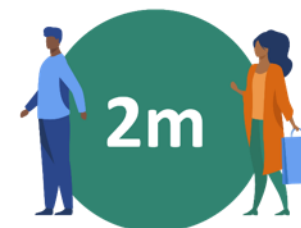
Training via Zoom: 09:00 to 12:00 or 14:00 to 17:00 (3 hrs including break)

Cost:

R2 300 per session irrespective of number of delegates or type of training (excluding cost of venue and beverages & snacks)

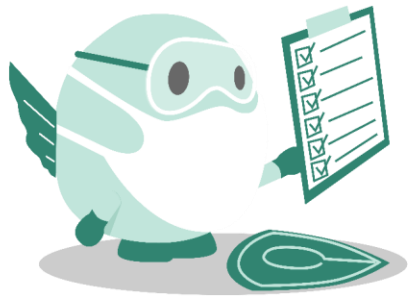
R2 300 to purchase training material with training notes

R80.50 pp for printed training notes for each delegate (recommended to facilitate training and learning) or establishment can print their own



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Endorsements and Certification

The training is endorsed by Visit Stellenbosch in line with the Stellenbosch Ready campaign, aligned with TBCSA and the World Travel and Tourism Council protocol standards.

Bergzicht Training is an accredited Health and Welfare SETA Training Provider with 28 years of training experience. To book the Covid-19 Workplace Training: (021)883 3525 or email Abigail at reception@bergzicht.org.za, Fran at trainingadmin@bergzicht.org.za or WhatsApp 071 637 3029



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STELLENBOSCH READY ONLINE RESOURCES

Stellenbosch Ready Consumer Website

Visit Stellenbosch - Offi X + -

https://www.visitstellenbosch.org/

Things to Do

Food & Drink

Wine Route

Stay

Support Stellenbosch

Stellenbosch Unite

Family

Plan Your Visit

Stellenbosch Ready

COVID-19
Online Resource & News Portal
SAcononavirus.co.za

health
Department of Health
REPUBLIC OF SOUTH AFRICA

2030 NDP

For more information on COVID-19 and government regulation: [Click here](#)
Emergency Hotline: 0800 029 999 **WhatsApp Support Line: 0600-123456**


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Stellenbosch Ready Consumer Website


Browser tabs: WeTransfer, Stellenbosch Ready Toolkit_PPT_..., VS Members - VisitStellenbosch | Ste..., VS Stellenbosch Ready - Visit Stellen...

Address bar: visitstellenbosch.org/stellenbosch-ready


Navigation: Apps, Email Login - MWEB, konsoleH™ Webmail, Music for Concentr..., Other bookmarks




WTTC - Safe Travels




TBCSA - Standard Protocols




Pledge



Members



Updates



Protocols

COVID-19 Online Resource & News Portal (SAcoronavirus.co.za)

health REPUBLIC OF SOUTH AFRICA

2020 NDP

For more information on COVID-19 and government regulation: [Click here](#)
Emergency Hotline: 0800 029 999 WhatsApp Support Line: 0800-123456

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Windows taskbar: Start button, Search, Task View, Edge, Mail, File Explorer, Photoshop, Chrome, PDF Reader, Excel, PowerPoint, System tray (Network, Volume, ENG, 10:46 PM, 2020/07/06, 3 notifications)

Stellenbosch Ready Member Portal

Members - VisitStellenbosch X + -

https://members.visitstellenbosch.org/member-resources/

Members - VisitStellenbosch Howzit, Jeanneret Momberg


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- General
- Stellenbosch Ready
- Stay
- Taste
- Wine
- Experiences


General




Stellenbosch Ready




Taste




Taste



Wine



Experiences



COVID-19 Online Resource & News Portal SA Coronavirus.co.za

health Department of Health REPUBLIC OF SOUTH AFRICA

NDP

For more information on COVID-19 and government regulation: [Click here](#)
Emergency Hotline: 0800 029 999 WhatsApp Support Line: 0600-123456

https://members.visitstellenbosch.org/member-resources/

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Stellenbosch Ready Member Portal

Members - VisitStellenbosch X + -


https://members.visitstellenbosch.org/stellenbosch-ready/

Members - VisitStellenbosch Howzit, Jeanneret Momberg

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INFO SESSIONS



PROTOCOLS

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2030

For more information on COVID-19 and government regulation: [Click here](#)
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Your Middle of date.

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2020/07/06