



COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS



VISITORS' PROTOCOLS HANDBOOK

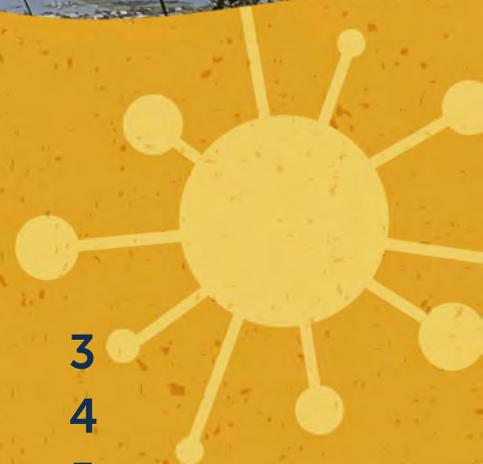
www.hartiescableway.co.za info@hartiescableway.co.za
012 253 9910 / 079 023 3012





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INTRODUCTION

Welcome back to Harties Cableway!
We have deeply missed having you with us.

In these unprecedented times, COVID-19 has had a significant impact on the entire tourism industry, including Harties Cableway and the employees, threatening the livelihoods of many families. To negate the risk of our employees and their families enduring such hardships again, we have compiled a list of COVID-19 protocols to ensure the upmost safety of our visitors and staff alike.

This document serves as a guide to the implemented COVID-19 safety protocols and to inform you of the impact it will have on your visit to Harties Cableway.

We appeal to each visitor to familiarise themselves with the protocols in this booklet to uphold the highest hygiene and safety standards, therefore ensuring continued operation of Harties Cableway.

We thank you for choosing us as your favourite tourism destination. To unforgettable memories made today, and many more in the future!

Kind regards

Harties Cableway Team





1 | COVID-19 INDUSTRY PROTOCOLS

To minimise the threat of COVID-19 transmission, great consideration has been given to government instructions and Tourism Business Council of South Africa industry protocols.

Based on these guidelines, specific COVID protocols have been implemented at Harties Cableway.

These COVID protocols include hygiene practices, social distancing, conversion of facilities, training of Harties Cableway staff, and informative signage and other COVID related policies and procedures.

A **COVID-19 Manager** has been specially appointed to ensure the implementation of and adherence to Standard Operating Procedures for the risk mitigation of COVID-19 in the workplace.

A **COVID-19 Compliance Officer** has also been appointed to develop a plan together with the COVID-19 Response Team for the phased in return of workers to the workplace, prior to reopening the workplace for business.



2 | HYGIENE PRACTICES

Hygiene is key when it comes to the fight against COVID-19. Hence why, we have adopted the following hygiene practices at Harties Cableway:

- Harties Cableway staff have been trained on sanitising procedures.
- Hand Sanitising stations will be available across the entire property.
- Gondolas will be sanitised with each trip.
- Restaurant tables, kitchen surfaces and toilets will be sanitised on a regular basis.
- Harties Cableway staff will always be required to wear PPE.
- All general areas will be sanitised at the end of each day.

Should there be any concerns or uncertainty surrounding hygiene practices, informative signage will be available across the property.



3 | VISITOR RESPONSIBILITIES

Sanitising:

All visitors will be required to sanitise their hands when entering Harties Cableway. Ticket Office staff will provide hand sanitiser to each visitor. Please remember to sanitise your hands on a regular basis by making use of the sanitising stations situated across the property.

Face Masks:

All visitors are required to wear a face mask.

Record Keeping:

To simplify and speed up the tracking of visitors who may have come into contact with an infected individual, visitors will be required to fill out a register with each visit, as well as have their body temperature tested.

Please refrain from visiting Harties Cableway should you have encountered a person that has tested positive for COVID-19 or are experiencing any of the common symptoms, such as a fever, dry cough, and tiredness.

Remember, it is both our and your responsibility to ensure the safety of every visitor and staff member.



4 | SOCIAL DISTANCING

1. Queue

1.5 meter stickers or tape will be placed on the floor wherever there is a need to queue and there will be a staff member monitoring the queues.

2. Cable Cars

Groups of visitors arriving together (such as families and groups of friends) are permitted to travel together in the cable cars. Visitors with no association to anyone else will be permitted to travel in their own cable car – to a maximum of 4 persons per cable car.

Only every second cable car may be utilised for the transportation of visitors. Cable cars are sanitised by our personnel after each use at the base station as well as the top station. Cable cars are deep cleaned at least once per day.

3. Capacity Control

Management at Harties Cableway will ensure that a capacity of 50% of the maximum capacity is maintained at all times.

5 | PAYMENT METHODS

In these unprecedented times, we have gone cashless to minimise contact and reduce queues, helping to reassure our visitors and staff alike. We accept all major credit cards, debit cards, and payments through Zapper.

Should cash be the only viable payment method available to you, please enquire with one of our friendly cashiers.

6 | RESTAURANTS & RETAIL OUTLETS

Sanitiser is available at all touch points within retail outlets.

Only a limited number of people permitted in the food, beverage and retail spaces to observe social distancing protocol.

Wearing of masks is compulsory.



7 | STAFF TRAINING

- All staff have had to attend COVID-19 induction and operational training interventions.
- Staff attend daily toolbox talks re-enforcing COVID-19 protocols at the beginning of each day.
- Daily screening and temperature checking of staff.
- Screening of all suppliers.
- PPE provided to all staff members.
- COVID-19 policies and procedures in place dealing with staff testing, staff isolation, identification of at risk staff.

