



Through the challenges that the current pandemic has placed on tourism, the Oyster Collection sees the safety of its staff and guests as the utmost priority and is implementing the following protocols.

On site Covid testing is now available at all of our properties!

On arrival at work the appointed Covid-19 Officer will screen and test all staff entering the premises.

This will include conducting a temperature check, hand sanitising, issuing of gloves and masks. Staff will be allocated duties for the day with respective work stations in order to maintain 1.5m distancing from each other at all times.

On arrival, guests will be allocated a designated bay and will be required to park their own vehicle. Guests will also be directed to the check-in station, where they will have their temperature checked and hands sanitised. The check-in station will have hand sanitiser and wipes at all times. There is a self-service check-in which is made available by scanning a QR code upon arrival.

Guests and staff members will be required to maintain a distance of 1.5 meters at all times.

Guests or staff that leave the premises must do so with a face mask and have their temperature checked and hands sanitised upon return.

Maps and brochures can be photographed or accessed online in order to maintain distancing and hygiene. Room orientation will be provided whilst maintaining social distancing and a link to your mobile device will provide guests with additional information on additional services and activities.

Guests will be allocated a specific table for meals that will only be used by them for the duration of their stay. Menus are available via a QR code which can be accessed using a mobile phone.

Continental and hot breakfasts will be individually portioned and served to the tables or guest room.

The tables will be separated so that the guests will be spaced 1.5 meters from each other, sanitizer will be provided for each table.



The manager on duty will complete guest temperature checks and allocate them to their designated table. After breakfast is complete, all surfaces will be sanitised and wiped.

Please note that the manager on duty will constantly monitor social distancing of staff and guests as well as the sanitation of public spaces.

The reception area has a sanitising schedule that includes sanitising telephones, room keys, tablets, desk surfaces, desk stationary with each use.

Public spaces have a regular sanitising schedule that includes the sanitisation of door handles, doorbells, tables, bar surfaces and guest bathrooms.

The kitchen sanitising schedule that includes the sanitising of dining room tables, chairs, kitchen surfaces and equipment, door handles, crockery, cutlery and glassware.

Staff will be separated on tea breaks, no more than 2 persons at a time, and will maintain social distancing of 1.5 meters at all times. The Covid-19 Officer will screen and test all staff leaving the premises.

Supervisors will allocate housekeeping staff to guest rooms for cleaning services, they will all be monitored to adhere to the appropriate protocols. Turndown services will be suspended to maintain minimal interactions.

No suppliers or deliveries will be allowed onto the premises. All deliveries will be dropped off at the front gate. The Covid-19 Officer or Duty Manager will receive goods and sanitise before distributing.

We will be offering a food & beverage service throughout the day and into the early evening and will follow the same procedure as breakfast service. The Duty Manager will co-ordinate this service in conjunction with the Head Chef and Barman on duty.

Our Night Porter will oversee the sanitising of the bar, lounge, dining room, reception, kitchen, verandas and public areas and will complete this task once all guests have retired to their rooms and before the morning staff arrive for duty.

On site Covid testing is available to our guests and staff. Protocols are in place for isolation of any staff or guest with Covid symptoms.

Revised cancellation policy: please contact our reservations team for temporary cancellation policy in place during these unprecedented times.

