

# O1 WELCOME TO MOUNT NELSON, A BELMOND HOTEL, CAPE TOWN

We're delighted to reopen the doors of the Mount Nelson and warmly welcome you back to our iconic hideaway in Cape Town.

In light of the COVID-19 pandemic, we wish to reassure you that your safety and wellbeing are our highest priority. We have put careful new protocols in place, ensuring you can continue to enjoy the pleasures of our hideaway with confidence.

Look forward to discovering – or rediscovering – our corner of paradise. It's our pleasure to welcome you to our legendary Cape Town retreat. Backed by Table Mountain, the cluster of iconic pink buildings set in a leafy garden estate has been captivating visitors since 1899. It is emblematic of Belmond's remarkable hotels, luxury trains and river cruises worldwide.

We've outlined the main procedures regarding your stay below. For more information on Belmond's commitment to safe travel, please see https://www.belmond.com/legal/coronavirus.

We look forward to seeing you soon.

Willem Du Toit, Hotel Manager

### 02 PRE-ARRIVAL & ARRIVAL

# FACE MASKS

Please bring your own face covering or mask to the hotel. The South African government requires masks to be worn in all public areas, restaurants, grocery stores, shops and parks. We can provide a single-use disposable mask for any guest needing one.

#### TEMPERATURE CHECK

Please be aware that we will be asking all guests to undergo a contactless temperature check on arrival. Anyone who does not complete the check will not be permitted to enter the hotel.

### CHECK-IN

A valet will escort guests to check-in at Front Desk. If there are other guests present, the valet will lead you to the Lounge to wait until the front desk is free. Social distancing will be in effect, with signage displayed by the main entrances and in the lobby area.

# HEALTH SCREENING AND CONTACT TRACING

All our guests will be required to complete an electronic Medical and Travel declaration and a Wellness Form on arrival as required by the South African government.

#### 03 ACCOMMODATION

#### CLEANLINESS

As you would expect, we remain uncompromising in our approach to cleanliness. We have collaborated with leading health and hygiene authorities to ensure our guests, employees and community are protected. Enhanced protocols have been implemented, which will be constantly reviewed to guarantee our even-higher standards are upheld.

# IN-ROOM CARE PACKAGE

In your room, you'll find a selection of products provided. We hope you'll enjoy using the items - hand sanitiser, face coverings, antibacterial hand sanitising gel, surface spray, wipes and gloves - during your stay.

### SERVICES ON REQUEST

Please request the following services if you would like them: mini-bar, laundry service, magazines and other additional housekeeping services. Please contact our Housekeeping Department to schedule cleaning services over the duration of your stay.

### 04 WINING & DINING

#### RESTAURANT

Our restaurants and outdoor terraces have been spaced according to the country laws regarding social distancing. For breakfast, lunch or dinner, reservations of tables are required. You can browse our breakfast, lunch and dinner menus on your smartphone following the links at the QR codes displayed on your table. Single-use printed menus are available on request.

### IN-ROOM DINING

Our elaborate in-room dining menu allows you to savor specialties in the comfort of your room. You can also find additional menus, such as a private bar, following the links on the QR codes you will find in your room.

#### PRIVATE DINING

On request, we can set up a beautiful private dining experience for you in our gardens or in the seclusion of your private terrace.

#### 05 WELLBEING

### SPA

Massages and beauty treatments are available upon request.

### FITNESS FACILITY

The gym is available by appointment, and fitness equipment can be reserved. Please visit the Front Desk in the main building for assistance.

### POOL

Our pool is staffed to ensure adherence to social distancing guidelines in and around the pool and the pool capacity. Lounge chairs can be reserved in advance at the Front Desk. We appreciate your cooperation in following social distancing requirements.

### PRIVATE LESSONS

Let our trainer put you through your paces in a private fitness or yoga session, or enjoy a game of tennis with our resident coach, Barkie McKrea.

### 06 OUT & ABOUT

# PUBLIC AREAS

Masks must be worn in all indoor areas of the hotel and in all public areas in and around Cape Town, including restaurants, bars and retailers.

### CAPE TOWN AND SURROUNDINGS

The city of Cape Town and its verdant natural surroundings give you ample opportunity to enjoy the great outdoors and breathtaking views. For more information on our activities, please contact the Front Desk.

#### 07 FOND FAREWELL

# CHECK-OUT

Contactless payment options are preferable for guest's check-out at the Front Desk. Please take advantage of our paperless check out with the invoice sent via email.