



# EMPERORS PALACE

THE PALACE OF DREAMS

Dear Valued Guest,

Below are preventative measures which Emperors Palace has put in place to ensure safety of all our guests for COVID-19 in accordance with the Tourism Business Council of South Africa:

**Upon entry to the convention centre:**

- ⓐ The use of masks is mandatory. Should the delegate not have a mask; they will not be allowed to enter.
- ⓐ Temperatures will be checked at the entrance on arrival.
- ⓐ Any person displaying a temperature higher than 38°C will not be allowed entry and will be asked to leave.
- ⓐ All conference delegates will be required to complete a short survey either electronically via a QR Code or manually with their details.
- ⓐ Mobile sanitation stations will be placed throughout the venue ensuring that delegates have access to sanitizers.

**Events / Food & Beverage:**

- ⓐ Arrival areas will be demarcated with grids, bollards, tapes, etc. to maintain social distancing and queue management.
- ⓐ Only individual water and individual mints etc, will be provided not in containers or bowls.
- ⓐ Individual sanitizers will be provided to each delegate
- ⓐ Any pens and papers provided will be on request, and delegates will be told to keep any such pens and papers in their possession. Any pens left will be disposed of, and paper left will be disposed of.
- ⓐ Coffee / Tea Breaks will have individually wrapped food items for guests and every coffee station and employee dressed in PPE will manage the coffee machine to ensure guests do not need to touch the machine for beverage selection.
- ⓐ Plated meals will be served during lunch breaks or dinner banquets.
- ⓐ Tables (Round Banquets) will seat between 4 – 6 persons maximum.
- ⓐ Cutlery will be in individual sleeves.
- ⓐ Serviettes will be sealed.

If you have any concerns, please feel free to contact our events team.

Regards,  
Groups & Conventions Manager

Frequently Asked Question:



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**Are Hand sanitizers available?**

Hand Sanitizers are strategically placed throughout the Convention Centre. Individual hand sanitizers will be placed at each delegates seating with the Note pad, Pen, Individual water and individual mint / Sweet. This will only be given out on the first day of the conference should the conference run over multiple days.

**Will Temperature control be done?**

Temperature control will be done by Emperors Palace at the different entrances as well at the convention Centre entrance.

**Will COVID 19 Guest Questionnaires be done by Emperors Palace or by the client?**

Emperors palace will be collecting information and daily guest registers will be done, these will be handed out on arrival to be completed by each guest.

**Will Face masks be available for purchase?**

Please note no guest may enter Emperors Palace without a face mask as per government legislation, so we will unfortunately not have any for purchase.

**How will venues be set up to comply with Social Distancing?**

A space of 1,5m will be allocated between guests. One person will be seated per conference table and a gap between tables will be set up. Please note no tables and chairs are to be moved around in the conference venue, seating styles are limited to: Schoolroom seating, Cinema seating, U-Shape Seating Hollow square boardroom seating (Standard boardroom seating may not be done as this does not comply with social distancing regulations).

**Food Presentation changes:**

Tea breaks and lunches will be plated or individually wrapped in disposable materials.

Breakfasts in hotels will be done as a la carte and not buffets.

**Hotel Room and Venue Sanitation:**

All venues and Hotel rooms will be fogged with a sanitation process before guests arrival and all hotel rooms will have a "Seal" sticker closing the doors, that will be broken by the client upon arrival to confirm that it is safe and sanitized and no one has been in the area.