



Keep guests and staff safe this Festive Season for the survival of our entire industry

FEDHASA condemns in the strongest terms irresponsible behaviour by hospitality establishments and consumers over the Festive Season which may contribute to the increased spread of COVID-19.

This comes following a video circulating on social media allegedly taken this weekend at a Cape Town restaurant where COVID-19 protocols appear to have been flagrantly flouted.

As a sector, we have worked incredibly hard to devise and institute robust health and hygiene protocols to safeguard our staff and guests. The blatant disregard for these, as evidenced in the social media video, not only puts patrons and anyone with whom they're likely to be in contact at risk, it also jeopardises the reputation and continued operations of the entire industry which, by and large, is committed to complying properly.

It is unconscionable that the irresponsible actions of a small number of establishments and patrons who disregard the protocols will threaten the jobs of staff in an industry that has already suffered greatly under the COVID-19 lockdowns. Don't let the side down by being that establishment that allows your guests and patrons to go about business as usual.

We have done the right thing by instituting very strict protocols under the banner of the Tourism Business Council of South Africa's [Travel Safe Eat Safe](#). There can be no excuse for taking an already beleaguered industry backwards by putting at risk both livelihoods and lives because of a few hours of senseless fun.

We therefore condemn these irresponsible actions outright and call on all members, guests and patrons to adhere strictly to the Travel Safe Eat Safe protocols so that our businesses can continue operating and we can save jobs.

To that end, we have created a **Member Toolkit** for your use, which can be accessed [here](#) and comprises:

- Consumer-facing [#maskupMzansi](#) messaging
- Member-facing [#TravelSafeEatSafe](#) messaging

These can be used on your social media, or repurposed for other platforms available to you to reach staff and guests. Should you require any additional collateral, please do let your regional chairs know.

The protocols are outlined on the TBCSA's Travel Safe Eat Safe website – www.travelsafeeatsafe.co.za. There is also free online training available and an app that can help you with compliance, tracking and tracing, etc.

You will also have seen this simplified version of how to keep your guests safe published by FEDHASA last week: [10 things you can do to keep your guests safe](#).

These health and hygiene protocols are the biggest weapon in our battle to ensure our survival as an industry and to ensure we do not face further travel restrictions which will cripple us even further. It takes all of us to work together to get this right.

Click [here](#) to view the Tourism Business Council of South Africa webinar outlining this.

Festive Greetings

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