



# The Cape Wheel COVID Safety Handbook

Protecting Our Guests And Employees



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# Our Mission

At the CAPE WHEEL, our mission is to create a truly memorable experience and we place the utmost importance on the safety and wellbeing of our guests and employees.

We have introduced a range of new health and safety measures that are in line with government regulations and requirements of local health authorities, which will serve to reduce the risk associated with the presence of COVID-19.

Some of the measures set out below may be apparent from the moment you arrive at our attraction, while others require consideration from guests to help ensure everyone has a safe and memorable experience.

# The Cape Wheel Practices **Extreme Hygiene**



#capewheel



## MEASURES AT THE CAPE WHEEL

Health and safety measures have always been a priority and important part of our business.

We have introduced Enhanced Cleaning measures throughout the day, to disinfect high frequency touch points such as tables and chairs; cabin interiors; handles & handrails; call buttons; and self-service card machines.

Hand sanitizing stations will be adequately positioned across our platform for guests to use.

We have introduced new Personal Protective Equipment (PPE) requirements for activities that are routinely performed by employees. These include face masks, disposable gloves, eye protection and hand sanitizers. The use of such PPE by our employees is to protect themselves and our guests.

# SOCIAL DISTANCING MEASURES AT THE CAPE WHEEL

We have introduced new arrangements for the application of social distancing within queues. Clear signage have been posted at our entrance and throughout our platform to guide our guests in keeping a safe distance from one another. Our employees will monitor queues to ensure that social distancing is being maintained.

Our gondolas and facilities have new capacity limits for families, couples and individuals to ensure there is plenty of room for social distancing.

Guests viewing/purchasing photo packages at our exit points, will be separated in accordance with social distancing requirements



IT IS  
MANDATORY TO  
WEAR A FACE  
MASK TO ENTER  
OUR  
ATTRACTION.



PLEASE MAKE  
YOUR  
BOOKINGS  
ONLINE,  
WHENEVER  
POSSIBLE.



CHECK OUR  
WEBSITE AND  
SOCIAL MEDIA  
PAGES FOR THE  
LATEST  
INFORMATION  
AND OPERATING  
TIMES.



IT IS  
PREFERABLE  
THAT ONSITE  
TICKET  
PURCHASES ARE  
DONE VIA CARD  
PAYMENTS.

# BEFORE YOU ARRIVE

# ON ARRIVAL AT OUR ATTRACTION

Guests will notice new information signage highlighting key safety measures and instructions.

We have significantly reduced the daily ticketed capacity of our attraction in order to limit the heads per cabin and allow for social distancing, while offering our guests the best possible experience.

As such, the queue may seem longer as we prioritize social distancing.

Each family, couple or individual will be loaded in a private airconditioned cabin with each ride.



# Contact Information

The Cape Wheel Office  
021 418 2502

The Cape Wheel WhatsApp Line  
071 485 1499

COVID-19 24hr Hot Line  
0800 029 999

The Cape Wheel Website  
[www.capewheel.co.za](http://www.capewheel.co.za)

The Cape Wheel email address  
[info@capewheel.co.za](mailto:info@capewheel.co.za)



We trust that these new health and safety measures will provide our guests with the reassurance, confidence and eagerness to return to our iconic attraction.

These are unprecedented times for all communities around the world, and while every effort is being taken to protect the safety and wellbeing of our guests; everyone should inform themselves of the risks, conditions and personal responsibilities before they visit.

We wish to thank all our guests for their continued resilience amidst these global changes. As we will rely on this same resilience to enable you to embrace our new operational requirements.

We look forward to seeing you here, back with us, very soon!

