



Tuesday, 17 March 2020

## Coronavirus and your winery

Dear partner in wine tourism

We find ourselves in an unprecedented situation with the declaration of a [National State of Disaster](#) on Sunday evening by President Cyril Ramaphosa in response to the global outbreak of the coronavirus. The travel restrictions instituted for foreign nationals from high risk countries as of 18 March 2020 will have a far-reaching impact on our industry, but they are a necessary measure to protect the vulnerable in our society and curb the spread of the disease.

It is a time that asks for a calm outlook, that we all remain informed of developments using credible information sources and that we act in the best interest of our team members and visitors. We support the measures that the President announced and have taken steps in our workplace to safeguard our team, to develop contingency plans and to adapt our way of doing business to these challenging circumstances.

A number of winery tasting rooms and tourism facilities have closed, either due to exposure to the virus, or proactively based on their unique context and business case. It is not currently a requirement of the government that tasting rooms, shopping malls, restaurants etc. close and if you, like the majority of our members, are operating at this time we wish to remind you of some practical steps to care for your team and visitors.

### Care of your team members and visitors:

- Ensure that your team, especially front-line team members who have frequent contact with visitors, is informed of the virus, measures that can be taken to curb it and symptoms to look out for.
- Ensure that your team members and visitors have access to facilities to often wash their hands with soap and water for at least 20 seconds; alcohol-based hand sanitiser, tissues etc. Consider a sanitation station at the entrance to your tasting room.
- Clean and disinfect frequently touched objects and surfaces.
- Public events or gatherings of more than 100 people, whether for business, leisure or religion, are not allowed. Postpone all events that meet these criteria.
- Adapt your offering to allow for social distancing measures; increase the space between place settings at your tasting bar and move restaurant tables a 2 metre distance from each other.
- Cover your cough or sneeze with a flexed elbow or a tissue, then throw the tissue in a closed bin.

tel: +27 (0)21 276 0429 | e-mail: [info@vinpro.co.za](mailto:info@vinpro.co.za) | website: [www.vinpro.co.za](http://www.vinpro.co.za)

address: PO Box 1411, Suider Paarl, 7646 | Cecilia Street, Suider Paarl, 7620

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Vinpro NPC Reg no: 2008/012968/08

AW Smuts (Chairman), PB Retief (Vice Chairman), HJ Basson (Besturende Direkteur), PWJ Bosman, HM Botha, AS Brink, SC February, IFVDM Du Toit, PS Du Toit, KA Jansen van Rensburg, RM Jelftha, DJ Joubert, MC Mogase, CB van der Merwe, PC Botha (Company Secretary)



- Avoid shaking hands with visitors or business contacts.
- Encourage employees to have conference calls and Skype sessions instead of face-to-face meetings.
- Be flexible with work-from-home policies or request that back-of-house employees work remotely to avoid infection or infecting others.
- Communicate the steps that your business has taken to visitors to reassure them that their safety is your priority.
- Insist that symptomatic employees or employees who have been in contact with an infected person advise their supervisor immediately; self-isolate and obtain immediate medical attention.
- A flexible approach with regards to cancellations, refunds and postponements of travel plans, especially for our international visitors, will serve the South African travel industry well in the future to ensure that our prospective visitors form a positive impression of our level of service and look forward to visiting our country when this crisis abates.

**Credible Information Sources:**

- [SA Department of Health Corona Resource Portal](#)
- [National Institute for Communicable Diseases FAQ](#)
- [Southern African Tourism Services Association \(SATSA\) Corona Virus Update](#)
- [Visit Stellenbosch Corona Virus FAQ](#)

Please also refer to SATSA's comprehensive [FAQ document attached](#) as well as the general [infographic](#) that can be circulated to your team.

Visit Stellenbosch's designated web page is frequently being updated with information and contains links to excellent visual resources that can be shared with your team or used to educate them on the virus, how to curb it at work and at home.

In preparation for conversations with the South African Government, SATSA have started tracking the impact of the coronavirus on the tourism sector in terms of cancellations. We would appreciate it if you could complete the short 5 question [online form](#) so that our sector is also represented when the medium and long term recovery conversations take place. Thank you very much.

Yours sincerely

Marisah Nieuwoudt  
Wine Tourism Manager  
Vinpro

**tel:** +27 (0)21 276 0429 | **e-mail:** info@vinpro.co.za | **website:** www.vinpro.co.za  
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