

31 December 2020

## COVID-19 update

In his address to the nation on Monday, 28 December 2020, President Cyril Ramaphosa announced that the country would move to adjusted [Alert Level 3 lockdown regulations](#). This comes in response to the spike in infections as a second wave of the pandemic takes hold in our communities. The Level 3 regulations have been amended to accommodate the continued operation of most sectors of the economy, and also make it a legal requirement for all persons to wear masks when out in public. Cape Town has also been declared a COVID-19 hotspot area.



### COVID-19 Service Guideline

**Service notifications:** Please [bookmark our service guideline](#) which is updated daily in response to COVID-19 operational requirements. It provides details of all service notifications, facility operating hours, online and telephonic services as well as COVID-19 guidelines.

#### Summary of amended Alert Level 3 regulations:

- **Extended curfew:** All residents are required to stay at home between 21:00 and 06:00, except for essential workers or in the case of emergencies. Businesses must close by 20:00.
- **Ban on alcohol sales:** The sale, distribution and transportation of alcohol is prohibited. The restriction includes the sale or consumption of alcohol in bars, restaurants and other venues. All nightclubs, bars, taverns, shebeens and other establishments that only trade in alcohol are closed.
- **Closure of public facilities:** All beaches, dams, rivers and public swimming pools are closed in hotspot areas. Municipal sports facilities are also closed. Pools in enclosed resorts are exempt and may remain open.
- **Legal requirement to wear a mask:** The amended regulations require all persons to wear a mask when in public. Failure to do so is an offence punishable by law and may result in a fine and/or imprisonment.
- **Ban on indoor and outdoor events:** All indoor and outdoor events and gatherings are prohibited for 14 days, except funerals which are limited to a maximum of 50 persons.

The [Alert Level 3 regulations](#) came into effect on Tuesday, 29 December 2020 and will be reviewed on 15 January 2021. View the [Government Notice on the amended Alert Level 3 regulations](#). It is vital that we all support the national effort to reduce infections. For detailed information on the amended Alert Level 3 restrictions, please visit the [National Government COVID-19 website](#).

Let's do the right thing now and beat the second wave



DON'T BE THE  
CAUSE OF  
\*\*\*\*\*  
*unhappy  
holidays*

IF YOU DON'T  
**STAY AWAY FROM**  
\*\* ALL THE FESTIVE HUGS \*\*  
your friends are at risk

For more information visit [www.capetown.gov.za/coronavirus](http://www.capetown.gov.za/coronavirus)

Stay safe and healthy

The main drivers of the increase in infections appear to be linked to mass gatherings and the irresponsible consumption of alcohol leading to unsafe social behavior. Our healthcare facilities are overburdened and cannot accommodate additional admissions. While recognising that the festive season is traditionally a time when friends and family gather, the COVID-19 pandemic requires us to take measures to protect our loved ones. With the total number of COVID-19 cases now over the million mark, all of us are at risk. Let's act responsibly so that we can return to normality sooner.



## Wear a mask and protect your loved ones

Wearing your mask correctly can prevent the spread of COVID-19. Don't wear your mask around your chin. Make sure your mask covers your nose and mouth so that viral droplets don't spread the contagion.

Remember to adhere to the COVID-19 Golden Rules:

- Wash your hands regularly and thoroughly with soap and water, or use sanitiser with an alcohol content of at least 70%
- Don't touch your face
- Wear a mask in the workplace or in public at all times
- Keep a social distance of at least 1,5 meters
- Cover your cough or sneeze
- If you're sick, stay at home



## Keep up to date with City News (online edition)

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## Reporting non-compliant businesses

Businesses are required to follow COVID-19 safety protocols to protect their staff and the public from health risks associated with the coronavirus. If you wish to lodge a complaint about a non-compliant business, complete the Workplace Safety Compliance Complaint Form below.



### COMPLAINT FORM

Lodge a complaint about a non-compliant business.

[View form](#)

## COVID-19 essential updates

- **COVID-19 updates:** [Visit our Coronavirus updates page](#) for all the latest COVID-19 information at [www.capetown.gov.za/Coronavirus](http://www.capetown.gov.za/Coronavirus)
- **Follow us on Twitter** at [@CityofCTAlerts](https://twitter.com/CityofCTAlerts) for up-to-date alerts on facility closures, roadworks, burst pipes, power outages, etc.
- **COVID-19 regulations:** View the [Adjusted Alert Level 3 lockdown regulations](#).
- **City news:** Read about the latest COVID-19 news in our [Media and News section](#).
- **National Government Risk Adjusted Strategy (Levels 1 – 5):** [View a comprehensive summary of all alert levels and the applicable regulations](#).

- COVID-19 dashboard: [View our weekly dashboard](#) and follow the [Western Cape Government provincial and Cape Metro dashboard](#), updated daily.

## City contact channels

- **Report a fault:** Use our online [service request tool](#) to report urgent matters.
- **Call Centre:** Fully operational. [Contact us](#) for all service-related requests.
- **Facebook:** [Follow us on Facebook](#) to receive regular updates via social media.
- **Twitter:** [Follow our @CityofCTAlerts Twitter feed](#) to receive updates on service alerts via social media.

### CONTACT US

**Customer Call Centre**  
[0860 103 089](#)

**Emergencies**  
107 (Landline)  
[021 480 7700](#) (Mobile)



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