

Subject: COVID-19 Awareness: A Message from Hyperli



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Dear Hyperli Customer,

As of this morning there have been 116 confirmed cases of COVID-19 in South Africa, this has led to an increase in measures taken by both our government and ourselves in order to minimise the risks involved should the virus continue to spread at a rapid rate.

Your safety above all else is important to us, and we advise you to take as many measures as possible in order to minimise the risk of getting infected. Washing your hands for at least 20 seconds, using hand sanitiser throughout the day, minimising physical contact with others through social distancing and avoiding touching your eyes, mouth and face are just some of the ways you can prevent the spread of the virus.

In order to ensure that we keep your best interests in mind, Hyperli is working closely with our partners throughout these times to make sure that they are following strict measures to protect the safety of both their customers and staff members.

We are also making sure we're constantly in contact with our partners in order to share any advice we may have for them, as well as to continuously stay up to date regarding the state of their business, opening hours, closures and anything of the likes. This is to guarantee that we can keep you updated of the situation as well as to ensure your safety throughout this time.

One measure we would like to advise everyone on is to make use of the QR codes whilst redeeming your voucher instead of using the 4 digit-pin or handing over a physical voucher, as this will reduce any form of unnecessary contact.

Various partners have chosen to stay open and have taken measures in order to do so, you are more than welcome to continue to use and redeem vouchers at these establishments if you wish. However, if you do start to show symptoms it is best to quarantine yourself to make sure that the risk of spreading a possible infection is minimal. We do not want to encourage any risk of spreading the virus further and therefore advise you not to use Hyperli vouchers if you are already sick or starting to show symptoms.

With that being said, many local businesses have been amongst those who have been hit the hardest financially by this pandemic as they are unable to sustain themselves for a

long period without a relative cash flow. We are working on various initiatives in order to support those businesses throughout these times in order to try and keep them afloat whilst still ensuring that the peoples' safety is top priority.

Hyperli is forever hopeful that the situation will improve soon and we will do our best to ensure that your interests are kept top of mind throughout.

If you do want to speak to us or you have any further queries or concerns, you can reach our customer service department through our website chat service, WhatsApp hotline (06 738 949 51) or email support@hyperli.com.

We hope that you are keeping as safe as possible throughout this period and will do our best to ensure any concerns, queries or comments regarding the current situation are answered, as well as to keep you up to date with how the situation progresses.

Kind Regards,

Hyperli

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