

"Safer Tourism Promise"

COVID-19 PRECAUTIONARY MEASURES

Dear Valued customer, following the publication of Statutory Instrument (SI) 10 of 2021, we are pleased to announce the COVID 19 precautionary measures our hotels are adhering to.



1. Staff Education and Personal Equipment

- All staff have undergone and continue getting training on Covid 19 precautionary measures.
- Our Housekeeping staff wear Polyvinyl Chloride (PVC) aprons and suits, disposable plastic aprons and face shields.



2. Crowd Control

- A strictly no loitering policy is in place.
- Only guests/patrons with confirmed business at the hotel are allowed entry with adherence to Covid-19 protection protocols.



3. Temperature Checks

- Temperature checks are done for all persons entering the hotel- guests, staff, and suppliers, etc.
- Details of medical records and temperature are kept on files for each staff member.



4. Medical Team on Call

- Qualified medical team on call to perform rapid testing on site as and when needed. Polymerase Chain Reaction (PCR) test is done off-premises.



5. Hygiene Conformity

- Sanitization protocols for goods and deliveries are religiously implemented.
- Strict hygiene practice is applied and audited from delivery of raw products, food preparation up to consumption.



6. Intensified Sanitization in Common Areas

- Increased frequency of sanitizing high touch surfaces like door handles, elevators and common bathrooms.



AFRICAN SUN

HOTELS AND RESORTS



7. Complimentary Disinfection

- Luggage disinfection and optional delivery to guest's bedroom.
- Shoes are disinfected before entering the hotel.
- Hands free sanitation dispensers in all public areas.
- Available are portable hand sanitizers in all guest rooms.



8. Zero Contact Housekeeping

- Flexible cleaning times and contact-free process with hygiene trained housekeeping staff.
- Use of hospital grade disinfectants and cleaning chemicals.



9. Protection Mask Compulsory

- Wearing of mask compulsory for all staff in all areas.
- Wearing of mask compulsory for all guests in public/common areas only.



10. Safe Arrival and Departure Experience

- Contactless welcome protocol at airport pick up and upon arrival.
- Contactless check in and check out protocol.
- Disinfected key cards and documents.



11. Contactless Interaction between Guests and Staff

- 24 Hour front desk and 12 hour guest relations communication by telephone or via WhatsApp.
- Brochure and menu card free restaurant service through scanning of QR codes on personal private devices over reliable WIFI.



12. Restaurants and Bars Safety Zones

- In order to achieve safe dining, a minimum of 1 meter distance between tables is maintained.
- Optional traditional table service or assisted buffet is available.



13. Complimentary Room Service

- Room service is encouraged. No tray charges are levied for this service.
- Contactless delivery is done in front of room or in a tray stand.



14. Personal Privacy in Gym, Swimming Pool and Sauna

- Reduced swimming pool sunbeds set up with a minimum of 3m Social distancing
- Extensive distance between gym machines and maximum of 4 persons allowed in the gym at any one time.
- Gym open only to in-house guests on prior reservation.



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