



COVID-19 SAFETY MEASURES

Social distancing in an open
environment!





MESSAGE FROM THE GENERAL MANAGER

I hope and pray that you, your family and friends are safe and in good health at this time.

With the progression of the novel coronavirus (COVID-19) outbreak, the health, safety and wellbeing of all our guests and staff remain our top priority. We are working closely with medical professionals, specialists and Kenya's Ministry of Health regarding the necessary precautions to keep our resort secure and protected from the recent outbreak and follow the guidelines issued by the World Health Organization (WHO).

Arriving guests will have compulsory temperature checks, be requested to sanitize prior to entering the resort and maintain social distancing throughout their time in the resort. We have increased the frequency of routine disinfection especially in high-traffic areas across the resort. Those who do not have sufficient protective equipment may purchase any additional items from our boutique which will remain well stocked.

The contents of this document will give you an insight into the measures we are taking to ensure your safety and wellbeing.

I would like to thank you for your continued support and the Jambo team at the resort are available any time to assist you. Our aim is to provide you with an enjoyable experience in safe environment.

Warm Regards
Silvester Mbandi



BOOKING EXPERIENCE

- Electronic deposit payment to minimize handling cash.
- Payment by Mpesa available.

AIRPORT TRANSFERS

- Carefully sanitized airport shuttles.
- Driver will wear a face mask and handle guests luggage with gloves
- Guests to wear face masks during transfers
- Sanitisation gel to be provided in vehicles for guests use
- The maximum recommended carrying capacity of the vehicle per trip shall not exceed 7 passengers for guest wellbeing.



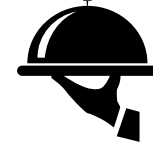
HYGIENE SAFETY & FOCAL POINTS



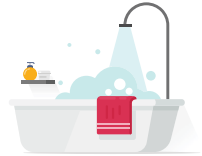
Room Accessories



Door Handles



Food Contact Surfaces



Bathroom Sink

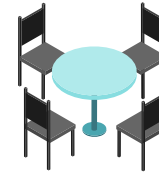
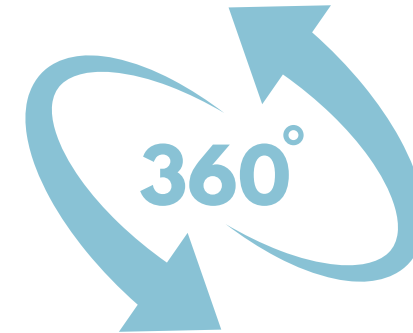


Table Tops



Lampstand toggle & Switches



Taps & Shower controls



Telephone



Toilet Covers & Seats



Furniture



Loaded Clean & in good order



ARRIVAL

- Welcome team and managers will greet guests with palms put together (Jambo!) while maintaining a safe social distance with no physical contact.
- Hand sanitisers will be available at the lobby and various outlets around the resort.
- All guests will undergo temperature checks before entering the hotel.
- Any visitors with a temperature of more than 37.5° will be isolated and referred to a doctor. Arrivals are expected to don face masks.
- All luggage will be sanitized.



ARRIVAL

Our guests will still enjoy a special welcome experience with the following measures in place:

- All information required for registration will be requested in advance to reduce the time spent upon arrival.
- Check-out time is 10 am and guests are requested to check their bills at least 60 minutes in advance to minimize contact during check-out.



HOUSE KEEPING

- There will be continuous cleaning and sanitisation of all touch points in the lobby and other public areas such as counter tops, telephones, door handles, railings, lobby & guest corridor furniture.
- Signage will be present in the lobby for maintaining safe distances from staff and other guests and sanitisers available at all counters, cloakrooms, restaurants and guest corridors.
- Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen will be sent to the laundry for cleaning after each guest departure. Unused room linen and bath linen will be sent to the laundry on departure.
- Deep cleaning of rooms will be done with extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters and doors.
- Hand rail, staircase and staircase landing in fire exit areas will be cleaned every day with limited access by our team members at the guest convenience. When the guest is in the room, our associates will offer to service room later.
- All our house keeping team will always be in face mask and the required personal protective gear.
- Turn down services will not be available.



BARS & RESTAURANTS

- Restaurants outlets will be reconfigured to ensure safe distances.
- Staff will wear gloves and face masks. These will be changed upon returning from a break. Bartenders will be frequently changing their disposable gloves when working at bar counters.
- All tables and chairs will be sanitised before and after every meal period and after every guest use.
- Availability of QR Codes menu for all inclusive restaurants and digital menu tablet for ala carte.
- Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes and other such like items will be sanitised after every use or on a frequent basis.
- All our staff are trained to use minimal contact and communication during service and can take orders from a safe distance.



KITCHEN

- Kitchen staff will enter the kitchen in fresh uniform, hair nets, chef caps and aprons. On each occasion, they will wash their hands prior to entering the kitchen.
- Staff will wear face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed and hands washed after every task.
- All fruits and vegetables will be washed in 50 PPM chlorine before entering the hotel as well as the kitchen.
- All surfaces and kitchen utensils will be cleaned with a sanitising solution.
- Food safety guidelines will be strictly adhered to and implemented according to the WHO recommendations and HACCP principals.



SWIMMING POOL

- Pool attendants will wear gloves and face masks and sanitize their hands regularly. All staff will maintain social distancing and other careful measures when interacting with guests.
- Chlorine dosage will be monitored continually throughout the day.
- Pool furniture will be arranged to ensure that a safe distance is maintained between each.
- Towel cabinets will be sanitised before placing fresh towels. Pool attendants to practise self sanitization while handling the pool towels.



LAUNDRY

- Laundry staff will wear face masks and disposable gloves.
- All laundry hangers, laundry bags, cabinets and basket liners will be sanitised before and after laundry delivery.
- Separate canvas bags will be used to transport soiled and fresh linen from guest rooms to housekeeping and laundry to avoid cross contamination.
- laundry processes will be as per the required protocols defined by MOH and WHO



SUPPLY MANAGEMENT

- All receiving staff will wear face masks and disposable gloves.
- All materials, boxes, crates, sealed packets and trolleys will be sprayed with disinfectant.
- Suppliers will follow recognised food safety standards as accredited by reputed certification bodies to ensure safe manufacturing, handling and delivery practices.
- A self-declaration will be taken from all the suppliers before they enter the hotel.
- Receiving Gate confirming that they do not have any flu like symptoms such as cough, cold or a sore throat.



We look forward to
welcoming you back
to our new world.



www.baobab-beach-resort.com