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**A message to guests, friends and partners of The Zanzibar Collection.**

Recent events have introduced a “new-normal” throughout the world and now, more than ever, the comfort, health and safety of our guests and staff is our primary concern.

The Zanzibar Collection’s extremely high standards of health and hygiene are all firmly in place at our award-winning properties, and we remain alert to advice from health experts and government authorities, adapting our best practices accordingly.

As your next visit to our beautiful Island nears, The Zanzibar Collection will be here to welcome you in customary Zanzibari hospitality. When you next make a reservation or booking inquiry with us, you will notice certain changes in our procedures to ensure your safety and comfort. Please see a list of more detailed steps we are undertaking to ensure the wellbeing of our guests and staff. Should you wish to discuss these or any specific concerns you have prior to your arrival, we will be happy to do so and you may reach us at: [info@thezanzibarcollection.com](mailto:info@thezanzibarcollection.com)

In the meantime, we would like to thank you for choosing us and for the kind support and we look forward to welcoming you to paradise soon.  
**Family Raguz and the Zanzibar Collection Team.**

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**HEALTH & SAFETY PROCEDURES**

**Government and Regulatory Requirements**

1. The Zanzibar collection is fully compliant with all health and safety measures as laid out by the Zanzibar Commission of Tourism as well as The Ministry of Health.

**Prior to arrival;**

1. A mandatory pre check-in procedure will include a guest emailing 24 hours before arrival, a fully completed travel history form, a guest health declaration form, as well as the hotel guest registration form.
2. All guests will be required to supply scanned copies of the bio page of their current passports in advance.
3. Guests will be asked if they would like to discuss personal preferences on service and staff interaction levels with regards to housekeeping.
4. Guests should bring their own personal supply of PPE equipment for use during their stay at the hotel.

**At the hotel**

1. Checks are taken of all guests and staff and only those with an average temperature of 37.5 degrees Celsius are allowed access.
2. Personal protective equipment (PPE) will be in use by respective staff as required. (PPE includes face masks, disinfectant hand sanitizers and disposable gloves)
3. Enhanced health and safety training measures have been put in place for all staff, including the correct procedures for wearing PPE equipment, social distancing

- awareness and case notification protocols
4. Written instructions on preventive measures have been distributed to all of our suppliers and contractors.
  5. Regular disinfection is conducted across all hotel areas.
  6. Increased cleaning and disinfection is in place throughout hotel's public areas, back of house areas and in guest rooms.

#### **In your Villa or Room**

1. Increased anti-viral disinfection measures in place for villas immediately after check-out to ensure that each villa is fully sanitized before the next check-in.
2. Upon request, should the guest require less housekeeping service from attendants entering the room, the guest can communicate this before arrival.
3. Mini-Bars are available on an order basis only.

#### **At our restaurants and bars**

1. Table distancing measures in dining outlets to ensure compliance with regulatory requirements

#### **Activities (Spa, Fitness, Water Sports & The Kids Club)**

1. Our award winning Spas will remain closed for the moment, however massage therapies will be available "open air" at the beach front.
2. Our fitness room (Gym) will have a guest limit of ONE guest (or one couple travelling together) per hour with prior advance reservations; all equipment will be fully sanitized before each appointment.
3. Our "Water Club" will accept reservations on appointment basis and all equipment is fully sanitized prior to each appointment. We recommend that guests bring their own snorkel and mask from home.
4. The Kids Club at Baraza will be temporarily closed for the time being.

#### **Diving**

1. Our dive centre complies to Divers Alert Network (D.A.N.) certified health and safety procedures regarding sterilisation of diving equipment, kindly find additional information at [www.risingsun-zanzibar.com](http://www.risingsun-zanzibar.com)

#### **Tours & Excursions**

1. Tours and excursions of Zanzibar are available but they will be provided in private non-shared vehicles. Only families or parties traveling together will be allowed to share vehicles during an excursion. Excursions may be pre-booked at the hotel or you may use your local ground handler for this service.

[www.thezanzibarcollection.com](http://www.thezanzibarcollection.com)



At the resort, we do the following assist guests for the departure tests:

We advise all guests at check in about the departure tests that it is necessary to do the appointment in 3-4 days in advance.

Simply book online and select the best date and time to schedule your PCT Test. Results will be sent via email. If not, also it can be done in the hospitals and many guests combine their tours with short stop by the hospital with previous appointment.

All hospitals/centers - USD 80 pp except Global Hospital. Expect results take up to 48hrs before departure.

Official doctor visit at The Zanzibar Collection properties - USD 120 as per information provided officially. Expect results take up to 48hrs before departure.

Official Website:

<https://zanzibarcovidtesting.co.tz/app/home>

The information the guests will need to book the test online is:

- Email address
- Phone number
- Date of Arrival to Zanzibar
- Departure Flight ticket (Date and Time)
- Passport Number (They need to attach in the process the copy of their passport)

*The online booking should be done beforehand 3-4 days in advance and the system tells the guest the best suitable day and time for testing. No guest has so far had issues in test's 72h expiration, it is more important to manage the appointment and certificates on time for travelling.\**

4 Most popular options:

- Official doctor visit on site
- Global hospital
- Makunduchi center
- Migombani hospital



**REVOLUTIONARY GOVERNMENT OF ZANZIBAR**  
**MINISTRY OF HEALTH, SOCIAL WELFARE, ELDERLY GENDER AND CHILDREN**

**UPDATED COVID-19 REQUIREMENTS FOR TRAVELLERS IN ZANZIBAR**

**26<sup>th</sup> June 2021.**

Based on the current global epidemiological situation and emergence of new variants of viruses that cause COVID-19, the Revolutionary Government of Zanzibar has decided to strengthen preventive measures especially with regard to International Travel as follows:

1. All travellers (except for children below age of 5) will be required to present a negative COVID-19 test certificate upon arrival. The test should be based on Real Time Polymerase Chain Reaction (RT-PCR) taken within 72 hours before arrival to Zanzibar.
2. All travelers arriving from **India, South Africa, Uganda, DRC Congo, United Kingdom (UK), United State of America (USA), Peru, Brazil, Philippines** or **Indonesia** shall be subjected to rapid test at Point of Entry at a cost of USD 25. To skip long queues for manual payment upon arrival, book Rapid test for arrival and pay online (Mastercard/Visa) using the following link: <https://zanzibarcovidtesting.co.tz>.  
**NB:** The list of countries will be updated based on WHO daily updates on COVID-19 variants
3. Due to existing technical problems of online **Traveller's Surveillance Form**, all travellers to fill out **the Traveller's Surveillance Form manually** before arrival to Zanzibar.
4. All arriving travellers will be subjected to enhanced screening measures at port of entries. Travellers with signs and symptoms of COVID-19, will be tested and if found **Positive** shall be managed at designated health facilities according to Zanzibar operational guidelines.
5. Travelers subjected to mandatory quarantine shall choose a place from the list of Hotels designated by the Government. Returning residents will be allowed to isolate themselves in their homes subject to adherence with the Zanzibar COVID-19 guidelines.
6. While in the country, all international travelers and returning residents shall adhere to Infection Prevention and Control measures as required.
7. All arriving conveyances must provide in advance a passenger's manifest to allow the authorities at the Points of Entry to scrutinize the presence of high-risk passengers.
8. Crew members will be subjected to enhanced screening at Points of Entry and may be quarantined or isolated at designated facilities at their own cost in case they are confirmed of the disease
9. A negative COVID-19 test result on departure from Zanzibar is not needed by travellers unless required by the airline or country of destination.

**Abdullah S. Ali**  
**Director General**  
**Ministry of Health, Social Welfare, Elderly, Gender and Children**  
**Zanzibar**