

Villa Santorini Sociedade Unipessoal
Bairro 19 de Outubro
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2021

SANTORINI MOZAMBIQUE COVID-19

A Note From Wynand & Heidi - General Managers



“We are passionate and striving to achieve the same level of intimate, luxury hospitality in a safe and comfortable environment. As you may have received feedback from your clients in the past, we have built their lasting memories with discreet personable service and ultimate privacy. For this reason, along with our unique remote location there will be little impact to the quality of our service and guest experience. We have however needed to make changes behind the scenes and in order to provide you with more detailed information to secure confidence in our additional health and safety measures taken, we have highlighted some key areas of concern to put your mind at rest. Should you need clarity or have other queries not mentioned hereafter please feel free to contact us. We will adapt as we need to, so the contents of this documents will be updated to reflect any new information or guidelines recommended by the World Health Organization. Training and stringent management of these health and safety measures have been implemented to uphold our commitment to the health, safety and wellbeing of our guests, staff and surrounding community.”

Guest Contact Areas

Guests will be screened on arrival into Mozambique for symptoms at Vilanculos Airport Arrivals. During the guests' stay at Santorini, management will conduct regular non- intrusive temperature checks and we strongly encourage guests to notify our team should they display any Covid-19 Symptoms. In the unlikely event that a guest tests positive for Covid-19 while staying at Santorini, they will immediately be accommodated in an allocated isolation suite until further notice. We have adopted a warm welcome without contact and an option to either meet the entire team looking after our guests or just their personal host and the manager. Santorini's new private airport lounge offers privacy and comfort for our guests on arrival and departure at Vilanculos small and quiet airport. The lounge is used exclusively for Santorini guests and sanitized prior to each use. Luggage will be disinfected on arrival and our vehicle is sanitized prior to each transfer. We are in the process of launching the Santorini App which is downloadable to guests personal devices with all guest services information, activity and price lists. There are also Ipads available with the App for guest use that are pre sanitized.

Guest rooms including all small particulars are deep cleaned and sanitized prior to arrival according to strict guidelines. A UV sanitation machine will be used to clean soft furnishing in the rooms and aircon filters are washed with hot water. In Santorini's personalized pre arrival form guests are able to personalize their level of interactions with the team for their own wellbeing. This includes an option to not have a housekeeping service during their stay.

An online payment option has been introduced for check out should guests prefer not to handle cash or us to handle their card. Alternatively, our card machine will be sanitized before use and cash will be accepted.



Santorini
MOZAMBIQUE

Staff

Our staff have undergone training sessions with the health department and will have ongoing training with the private hospital. Physical distance plans have been practiced with all our staff. All staff temperatures will be recorded at the start and end of each shift. Any other personnel will also be temperature checked on arrival. All temperature will be taken with a non - contact thermometer and recorded. We are conducting mandatory staff hygiene checks and have placed hand sanitizer (containing 71.7% alcohol) in multiple locations around the villa for guest and staff use. Staff are also provided with multiple face masks so that masks can be washed daily. Santorini staff facilities include a large canteen where meals are prepared according to regulations. Multiple benches have been placed sufficiently apart to practice social distancing and mealtimes are taken in rotation to avoid over- crowding. All meals are provided for staff on duty and are healthy and nutritious options for the upkeep of their wellbeing. Staff facilities also include 2 male and 2 female bathrooms and a larger male changing room with multiple showers. We have always provided staff with soap, toothpaste, and deodorant for hygiene. There is a dedicated back of house cleaner for regular sanitation of these areas.

Private Villas and Private Spaces

Santorini's Main Villa only has five spacious suites. The Main Villa is multi-tiered with many open-plan spaces and multiple relaxation areas sufficient for social distancing.

Santorini also has two exclusive use villas which defines privacy. The Chapel, a two-bedroomed villa, and Villa da Praia, a three bedroomed villa, feature their own private pools as well as large living and dining areas.

Health and Hygiene

Once Santorini reopens, we will carefully review government advice with respect to PPE. Face masks will be available for the preference of the individual guest or employee unless deemed mandatory by government guidelines. All protocols and procedures will be subject to updates in line with latest guidance from the relevant health and industry authorities. Handles, surfaces, switches, and other touch points around the shared areas of the villa will be sanitized every 3 hours and a checklist maintained. Chemical MSDS are available on request.

Food and Beverage

Each booking party will be looked after by the same dedicated host as per our usual standards. Each meal is set up in a private location – a Santorini signature! All meals are individually prepared and plated and food handling procedures and are in accordance to hygiene regulations. Our inclusive and exclusive drinks menus can be viewed using the Santorini App and daily food menus will be presented on boards to avoid contact. At a time where health and wellbeing has never been more critical, we have introduced new immune boosting juices. Our meals are designed with health in mind with most vegetables coming from our organic vegetable garden. A food grade sanitizer will be used to disinfect all packaging on goods received, and food surfaces.



Santorini
MOZAMBIQUE

Pools and Maintenance

Pool loungers have removable washable covers made from soft quality towelling material that will be washed after each use and pool lounge arm rests sanitized. The chemical maintenance of the multiple pools we have at Santorini, is in accordance to professional pool company standards and checklists are maintained. Our maintenance personnel all work with sanitized tools.

Activities

Excursions will continue but with added protocols in place. Our guides practice strict hand hygiene and wear face masks when social distancing cannot be adhered to. All equipment is sanitized before each guest use.

Our beach cabanas allow privacy and distance when enjoying the beach. All our activities and experience are tailored to enjoy privately. All of our 3rd party partners for outsourced activities i.e Diving and Horse riding have also adopted social distancing and additional health and safety measures.



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