



# HEALTH & SAFETY GUIDELINES

In response to COVID-19 International Protocols



# HEALTH & SAFETY

## WELCOME SCREENING

In the hopes of identifying carriers of corona virus early all guests and visitors will have their temperature checked on arrival at Ilala Lodge Hotel.

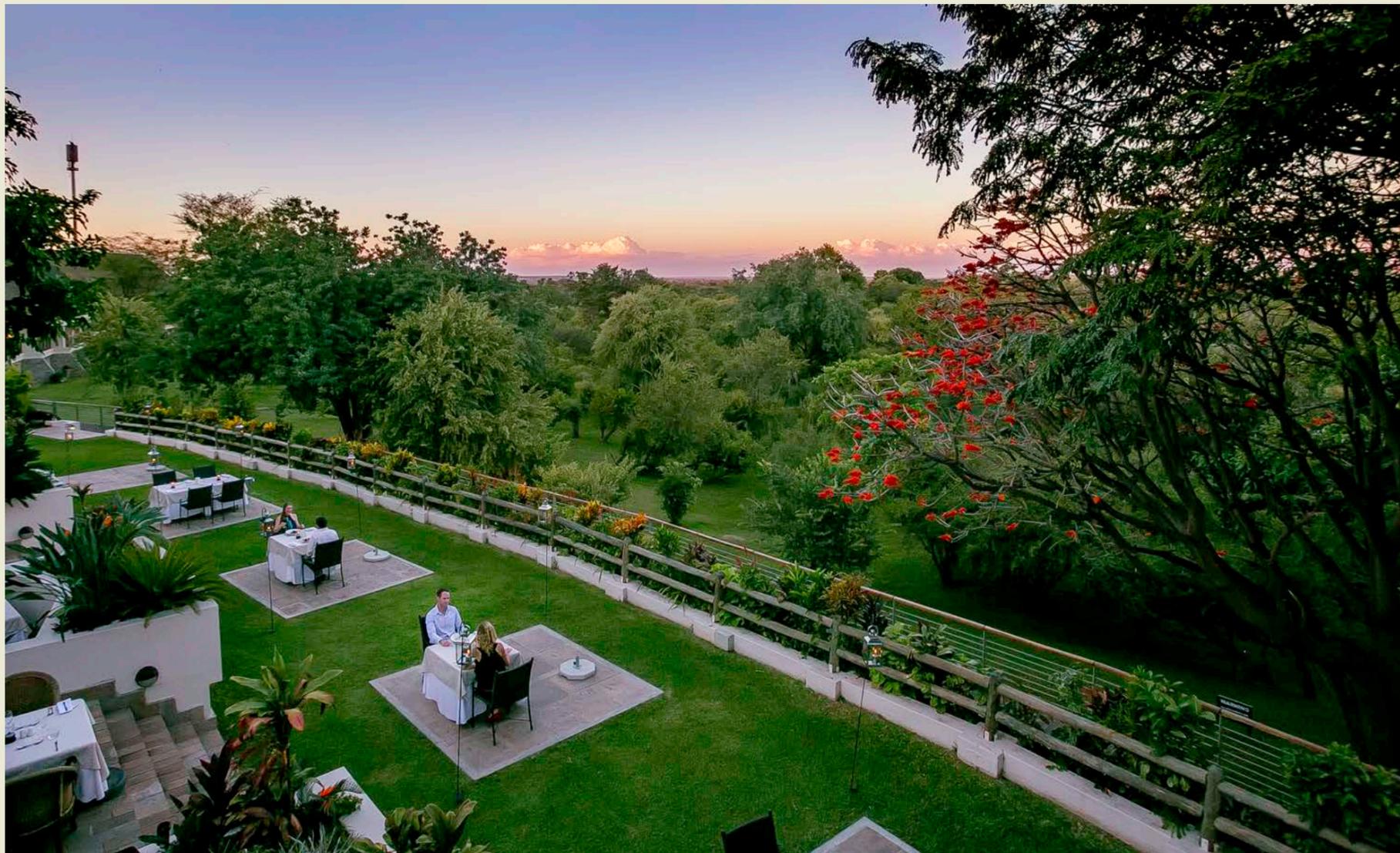




# HEALTH & SAFETY

## SOCIAL DISTANCING

Lilala Lodge Hotel adopts the personal touch, without the physical touch. Our staff will keep their distance from guests where possible, we also encourage our guests to be respectful of each other's personal space.



## SANITIZATION OF OUR PUBLIC AREAS

The Ilala Lodge Housekeeping team has undergone extensive training on where and how to sanitize surfaces effectively. We will have ongoing sanitization of our public areas to reduce the spread of any germs or viruses.



## DINING

Tables will be separated by at least 2m to comply with social distancing. We will allocate one waiter per table to do the complete service and where possible limit contact with them during service.





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## SWIMMING POOL

We will be constantly monitoring the chlorine and pH levels of the swimming pool at Ilala Lodge Hotel. Maintaining a safe level of chlorine to provide a virus-free swimming experience that is not harmful or damaging to your skin. We encourage guests to limit the number of people in the pool to one couple/family at a time.





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## THE STAFF

We are committed to protecting our guests as best we can during their stay, whilst also monitoring the wellness of our team. Staff will be required to wear a mask when in contact with their colleagues and guests, and constant sanitation in the front and back of house will be maintained.



## TESTING

Ilala Lodge Hotel has tested our staff members for COVID-19 and will continue to do routine testing as we monitor the cases of coronavirus in Victoria Falls and Zimbabwe.

