

"Safer Tourism Promise"

# COVID-19 PRECAUTIONARY MEASURES

Dear Valued customer, following the publication of Statutory Instrument (SI) 99 of 2021, we are pleased to announce the COVID 19 precautionary measures our hotels are adhering to.



#### 1. Crowd Control

- Strict no loitering policy.
- Only guests/patrons with confirmed business at the hotel will be allowed entrance with adherence to COVID protection measures.



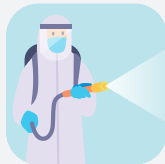
#### 2. Temperature Checks

- Temperature check for all persons entering the hotel, guests, staff, suppliers.
- Rolling detailed medical records and temperature files for each staff member.



#### 3. Medical Team On call

- Qualified medical team on call to perform rapid testing on site as and when needed.



#### 4. Hygiene Conformity

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



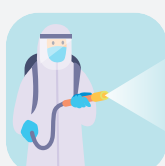
#### 5. Complimentary Disinfection

- Luggage disinfection and optional delivery to your room.
- Feet disinfecting before entering the hotel.
- Hands free sanitization dispensers in common areas.
- Portable hand sanitizers in guest rooms.



#### 6. Zero Contact Housekeeping

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



#### 7. Intensified Sanitization in common areas

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



# AFRICAN SUN

## HOTELS AND RESORTS



#### 8. 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.



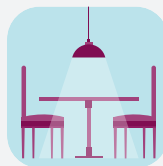
#### 9. Safe Arrival and Departure Experience

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



#### 10. 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.
- No handshakes between guests and staff.



#### 11. Restaurants and Bars Safety Zones

- Featuring 1 metre minimum distance between tables for safe dining.
- Optional traditional table service or assisted buffet.
- Any food or beverage can be pre-ordered via telephone or WhatsApp.



#### 12. Complimentary Room Service

- No tray charge applies.
- Contactless delivery in front of room on tray stand.



#### 13. Personal Privacy in Gym, Pool and Sauna

- Reduced pool sunbeds setting with a minimum of 3m distance.
- Extensive distance between gym machines and maximum of 4 persons allowed in the gym at any one time.
- Gym operates only to in house guests on reservation.



#### 14. Staff Education and Personal Protection Equipment

- All staff have undergone training on Covid-19 precautionary measures.
- Protection screens at check in desks.
- PVC aprons and suits, disposable plastic aprons and face shields for housekeeping staff.



#### 15. Updated PCR test requirements

- As of 4 September 2020, all returnees with 48 hours negative COVID-19 certificates are released at Ports of entry for self-quarantine. Returnees without certificates will proceed to a quarantine centre where they will be tested and either discharged for self-quarantine or isolation.



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