



**ZANZIBAR
PALACE
HOTEL**

Palace Hotel Ltd

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Care and Safety measures for Covid-19

We at the Zanzibar Palace Hotel do take the care and safety of our guests and partner as paramount. Because of this, we have put in place some special measures.

General:

- All employees trained on Covid-19, way of contagion and main symptoms
- Thermal scan to verify the body temperature of each employee at the beginning of each shift
- Hand sanitizer available at Reception and all common areas for guests and staff
- Recommended minimum distance of 1,5m between staff and guests
- All employees provided with their own face masks
- Staff to wash their hands on arrival, then frequently, with soap and running water for at least 20 seconds
- All staff trained to avoid touching face, nose, eyes and mouth even when wearing face masks
- Whenever possible, we will leave each room empty for at least 24 hours between guests
- Any employee to stay home in case of any symptom, even just fever

Reception:

- Thermal scan at Reception to verify temperature at check-in
- Contactless check-in with a minimum distance of 1,5m
- Hand sanitizer for guests on arrival and staff before and after the check-in (passport handling)
- Cash handling is minimal, but when it happens, the obligation of immediately wash hands and sanitize
- Frequent sanitization of common areas

Food and beverage:

- Free room service for breakfast and all other meals or snacks
- Proper distance between tables in the restaurant
- The items usually on display on the buffet for breakfast will be brought to the table by our restaurant staff (no more self-service)
- All menus and material laminated for easy cleaning and disinfection

Housekeeping and Laundry

- Housekeeping will have special sanitizing products to disinfect the rooms between guests
- Housekeeping to sanitize and wash their hands before entering any room
- All towels and bed-linen will be washed at high temperature, with special care for cleaning the outside of washing machines and tumble dryers
- Possibility for opting out of cleaning of the room and evening the turndown

The management will keep following Government and WHO directives to ensure the safety both of our guests and our staff.