

WE ARE PREPARED  
**COVID-19**

# Preventative Measures

Our priority is the health and wellbeing of our staff and guests as well as ensuring the unique experience of staying at Hemingways Collection is retained. The measures we have adopted in our properties go above and beyond the minimum government standards to offer complete comfort and security to our guests. We have also relaxed our booking terms and conditions to give you piece of mind.



### TEMPERATURE SCREENING

Temperature screening will be undertaken for all guests on arrival at the property using a non-contact thermometer. All staff and suppliers will also be screened on arrival at the property on a daily basis.



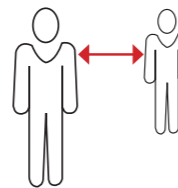
### PERSONAL HYGIENE

Alcohol based hand sanitizers will be readily available throughout the property including in vehicles and when guests are on excursions.



### PERSONAL PROTECTIVE EQUIPMENT

Guests will be required to wear face masks at all times when moving around public areas of the property. All staff will wear face masks at all times and certain F&B and housekeeping staff will also wear disposable gloves.



### SOCIAL DISTANCING

We have reduced the maximum occupancy at all properties to limit social contact of guests and staff and, wherever possible, we will ensure guest rooms are evenly spread throughout the property. All public areas have been comfortably spaced.



### DINING

Dining set ups have been carefully laid out to ensure sufficient space between guests. We have expanded our In Room Dining experience to enable guests to dine privately including a Non Contact In Room Dining experience.



### CLEANING SCHEDULE

We have augmented our cleaning and disinfecting schedule with public areas fully cleaned at least twice daily. Dining and bar areas will be cleaned after every sitting. High touch surfaces (door knobs, room keys, PDQ machines etc) will be sanitized frequently.

## What to expect?



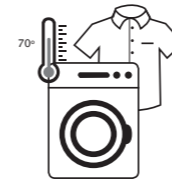
### INDIVIDUAL PLATING

In general, all meals and snacks will be individually plated in controlled environments under strict hygiene standards. Where buffets are offered, kitchen staff will assist to serve.



### HOUSEKEEPING

Rooms/suites will continue to be cleaned daily however our housekeeping staff will not clean a room whilst it is occupied by a guest. We are offering a Non Contact Housekeeping service should a guest prefer. Turn down service will be offered should a guest request it.



### LAUNDRY

All hotel linen will be machine washed at temperatures of 70°C or above as recommended by CDC. Guest laundry services will continue to be available, if required.



### SUPPLIER CONTROLS

All suppliers to the property will undergo temperature screening and all goods disinfected and/or washed when delivered.



### LUGGAGE

All luggage handled by our staff will be disinfected before delivery to guest rooms/suites.



### VEHICLES

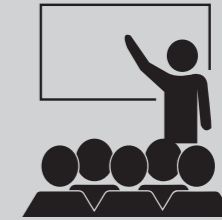
We have reduced the passenger capacity of our vehicles to ensure safe distancing. Vehicles will be thoroughly disinfected after every trip and hand sanitizers will be available for passengers.



### PAYMENT

In order to prevent the spread of COVID-19, we will not accept cash in our properties. Contactless modes of payment such as credit card and Mpesa are available.

## Health Support



### STAFF TRAINING AND EDUCATION

All staff have received specific training on health and hygiene protocols from experienced medical practitioners. Staff will receive ongoing training on these Preventative Measures. All staff are required to undergo a COVID-19 test in accordance with Government regulations.



### DOCTOR ON CALL

We have 24 hour access to medical support who can provide guests with expert medical advice should the need arise.



### EMERGENCY PROCEDURE

A clear procedure is in place with our local emergency partners at all Hemingways Collection properties on the exact course of action to take in the event of a suspected case of COVID-19.