



## COVID-19 Safety Protocol

### **#1 General Safety Protocols (Masks, Sanitizing, Social Distancing)**

- 1) In Kenya it is currently mandatory to wear masks when being out in public. Here at Anga Afrika guests will therefore also be required to wear masks when leaving the rooms and socializing in public spaces.
- 2) Hand sanitizing stations will be available throughout the property and we strongly advise guests to frequently wash their hands and sanitize regularly. This is to ensure the safety of our staff as well as our guests
- 3) Our guests as well as our staff have to abide by the social distancing rules, which means that all interactions between guests and staff have to be at least 1.5 meters apart.

### **#2 There will be a 24h waiting period before a room can be used again**

One of the biggest concerns for our guest would be about the room s/he is going to stay and whether it is going to be safe. And as an hotelier, we have to ensure complete safety.

Here is a certain protocol that we are following:

- 1) Every time a guest checks out, we make sure the room is blocked for the next 24 hours.
- 2) During that 24 hours' time interval, we sanitize the room multiple times as well as follow all the appropriate housekeeping protocols.

### **#3 A Different Approach To Housekeeping Tasks**

'Cleaning With Colours' is proved to be one of the effective ways for housekeeping departments to achieve hygiene.

**But what is 'Cleaning With Colours' exactly?**

It is basically a colour-coded cleaning program where cleaning products such as rags, towels and cloths with different colours are used to clean different items. For example, we use:

- 1) Red-coloured cleaning equipment for areas with a higher risk of cross- contamination such as toilets and urinals
- 2) Blue for lower-risk areas such as common areas
- 3) Green for areas where food is handled and prepared.
- 4) Yellow for objects and surfaces in rooms such as furniture

Having such a program in place for housekeeping does definitely prevent the risk of spreading germs and help us achieve that much anticipated hygienic hotel.

#### **#4 No Frontdesk**

The hotel Frontdesk is one of the busiest spots. Guest's come in, stand in queues to check-in, and this is where we must implement social distancing. One of the best ways to go about it is by eliminating the frontdesk.

1) Instead of having guests queued by, we schedule different check in times so that there will be minimal contact among guests

2 We have also designated spaces in the lounge where guests can sit and wait for a moment until they are ready to check-in. We are aiming to keep our hotel check-in and checkout process completely contactless.

#### **#5 We Offer Room Service**

Our bar, lounge and restaurant are big enough to ensure that you have enough space for social distancing. Remember we only have 6 Luxury Deluxe Tents. That means our place is never crowded. We are also offering room service. This helps our guests to avoid social gathering and have more contactless activities in our property.

**Warm wishes,**

**Anga Afrika Management Team**