

WE ARE PREPARED COVID-19

PREVENTIVE MEASURES

Our key priority is the health and wellbeing of our staff and esteemed guests. The measures we have adopted in our private sanctuary and at our two fine hotels have met the government and WHO guidelines to offer complete comfort and high levels of hygiene to our guests. Our goal is to help you relax and enjoy what this serene unique place has to offer.

What to expect?

INDIVIDUAL TEMPERATURE SCREENING



Temperature screening will be undertaken for all guests on arrival at the property using a contactless thermometer likewise all our staff and suppliers will also be screened on arrival at the property daily. Anyone with elevated temperatures 37.5 °C or 99.5 °F and above will be taken for further screening

PERSONAL HYGIENE



Alcohol-based hand sanitizers will be readily available throughout the resort and lodge including all the safari 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 our staff will also wear face masks at all times certain food handlers and housekeeping staff may be required to wear disposable gloves as they attend to you.

SOCIAL DISTANCING



Across all public areas, we have clearly placed social distancing markers. Please do not feel offended when you find other guests who are very keen to maintain their social distance. We have clearly marked spacing at the reception, lounge area, main dining, bars and pool area. We are doing all this for your comfort and wellbeing.

RESTAURANT & BARS



The dining set up has been carefully laid out to ensure sufficient space between guests. We shall provide a limited buffet with some live cooking stations where our able kitchen team will happily serve you to avoid multiple contacts through the serving spoons. You will also find that we are pre-plating some of the menu items like starters.

GUEST LUGGAGE



All luggage handled by our staff will be disinfected before delivery to lodge rooms and suites.

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 (doors & doorknobs, chairs armrests, room keys, PDQ machines, etc.) will be sanitized frequently.

HOUSEKEEPING



The lodge rooms & suites will continue to be cleaned daily however our housekeeping staff will not clean a room whilst it is occupied by a guest. You also have the liberty to guide us if you wish not to get any room cleaning during your stay. Turn down service will also be limited.

HOTEL LINEN & LAUNDRY



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

SUPPLIER & VENDOR CONTROLS



All suppliers to the property will undergo temperature screening and all goods disinfected and/or washed when delivered. We practice tight food safety measures under HACCP global guidelines which is farm to fork mapping process.

VEHICLES



To conform to social distancing we have reduced the passenger capacity of our vehicles to ensure safe distancing. All our vehicles will be thoroughly disinfected after every trip and hand sanitizer will be available for guests.

PAYMENTS



To reduce the spread of COVID-19, we prefer not to accept cash in our properties. Contactless modes of payment such as credit card and M-Pesa highly encouraged.

STAFF AWARENESS



STAFF TRAINING AND EDUCATION

All staff have received specific training on health and hygiene protocols from experienced globally recognized hygiene audit firms. Staff will receive ongoing training on these preventative measures. All staff are required to undergo a COVID-19 test following Government regulations.



HOTELS DOCTOR ON CALL

We have 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 local emergency support teams in and around our Hotels. Our sanctuary has a private airstrip in case of any emergency evacuation requirement. We have clearly defined procedures to action in the event of a suspected case of COVID-19

This information is shared to guide our guests, travel partners and the information is subject to change depending on the government's requirements and industry best practices

www.taitahillswildlifesanctuary.com | www.saltlicksafari lodge.com | www.taitahills safariresort.com