



Sea Cliff Resort & Spa Zanzibar

Post COVID-19 Operational procedures

REOPENING DATE

31 July 2020



Dear valued guest,

We appreciate the trust you place in us when you visit Sea Cliff Resort & Spa. You likely have questions about our efforts to address and manage Coronavirus (COVID-19).

Therefore, we have applied the strictest recommendations from the World Health organization and the Ministry of Health in Zanzibar to ensure your safety during your stay with us.

All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing face masks and PPE - personal protective equipment and physical distancing awareness.

Guest transfers

- Drivers are required to wear a face mask and protective gloves
- Face masks are offered to our guests
- All cars are disinfected after each ride and naturally ventilated.
- Physical contact with passengers is avoided
- Items such as candies and magazines have been removed from the cars
- Sitting in the front seat is not permitted
- Bottled water is only placed in the door holders
- Hand sanitizer is provided & wipes
- Offer to assist with luggage but at the guest's discretion
- Offer to wipe down the handles of the luggage
- For vehicles up to 4 passenger seats, the driver is allowed to transfer only 3 passengers if they are traveling together.
- Passenger limits may be exceeded, only if the guests are parents with minors.

Arrival to Sea Cliff Resort & Spa

We are adhering to the highest standards of safety and hygiene to ensure that you can be safe and feel comfortable, and our team will treat all guests with kindness and respect.

Therefore, here are some of the precautions we take to protect you and our team:

- Everyone arriving at our resort has their temperature checked with a non-touch thermometer
- There will be an area close to the reception designated to sanitize guest's hands, luggage
- Guests will also be required to fill in a check-in questionnaire, to confirm their state of health and their recent travel history. (Social distancing will be applied as per international guidelines)
- Once the sanitising procedure is done, the guests will proceed to the reception area where social distancing is practiced.
- Front Office staff will have minimal physical contact with guests and all devices and surfaces will be thoroughly sanitised.
- Sanitised pens, guest packages and key cards will be available at the check-in desk; the pens will be used by one guest before sanitizing it again.
- Cash payments are discouraged and we will continually sterilise the credit card point of sale device.
- Every guest is given a personal hygiene kit with face mask and hand sanitizer on arrival.

General Measures

- You are kindly requested to apply social distancing when resident with us, for your own safety and ours.
- All indoor areas such as entrance lobby, corridors and staircases, security guard booths, office rooms, meeting rooms, restaurants, bars, leisure center are sterilised with disinfectant.
- High touched areas like metallic surfaces, door handles, security locks, keys etc. will be disinfected regularly.

Sea Cliff Team

- All team members are tested with a non-contact thermometer before and after each shift.
- All team members are extensively trained in Hygiene care, guest care.
- Team members are allocated to fixed areas of work, this ensures cleanliness, hygienic practices and optimum outcome of performance, hygiene, cleanliness in their specific areas.
- One of our team members is appointed as a health coordinator to supervise that protocol is being followed.

Hygienic cleaning procedure

- All public areas inside the resort including the Golf course, Stable yard, Gym, recreational areas, walkways, paved areas are cleaned and disinfected several times a day.
- Sanitising solutions will be placed in all public areas.
- Furniture will be positioned for physical distance to avoid overcrowding (4 people / 10 sqm)
- All deliveries to the property are separated, hygienically cleaned, then sanitised, then processed for use.
- All cleaning staff wear the gloves and face mask that is sanitised daily.
- Hand Sanitiser is readily available in public areas
- Overcrowding in restrooms should be avoided.
- **Beach area:** physical distancing rules apply for seating (sunbeds, chairs, sun loungers, etc.). Our team will arrange the layout of these seats in a way that the distance between two people under two different umbrellas is at least 3 meters in each direction.

Medical

- We have a doctor available on call 24/7
- Some of our team members including a nurse, who are based on property, are trained in First Aid and able to stabilize and assist with medical issues, including respiratory distress and CPR.
- Consultation in the privacy of your rooms may be done on request.

Guest Rooms

- All rooms are serviced daily, we apply deep cleaning daily to all hard surfaces and regular use of Furniture, fixtures, and equipment.
- Rooms are thoroughly cleaned and disinfected after every stay.
- When a room becomes vacant, the entire room undergoes a complete sanitation, all linen and bedding is stripped and processed with ultra-high heat and chemical cleaning, to ensure hygienic cleanliness.
- Guests are given the option of when and whether they would like their room serviced.
- All housekeeping staff are trained in WHO compliant cleaning techniques.

Restaurants and Bars

- All staff including chefs wear the gloves and face mask that is sanitised daily.
- There will be sanitising gel for the care of the guests.
- The hostess or the captain will be the one who assigns the tables, keeping a distance table between each reserved table.
- Seating will be limited, to maintain distance between guests.
- Restaurant menu options will be kept à la carte

Kitchen

- All deliveries will be managed and a strict sterilisation procedure is in force.
- Fruits and vegetable are disinfected before storage and before preparation
- All Kitchen surfaces and storage areas are sterilised continuously throughout the day.
- Staff have been on extensive hygiene training
- Dish and Glass washers are set to the correct high temperatures to ensure effective sanitation standards.

Swimming Pools & recreational facilities

- All seats, tables, personal storage boxes, menus and any other items are disinfected after a guest leaves and before used by another guest.
- The guests will be offered towels that will cover the entire surface and disinfect each sunbed / seat after each use.

Shops & Spa

- Social distancing will be practiced
- Time slots will be managed to ensure unrestricted use of the change rooms

Golf Pro-shop measures

- Limiting the number of guests in the shop to adhere to the 1-2 person at a time
- Social Distancing management in place to easily manage the number of people in the shop
- Sanitising gel & face masks will be available and offered to guests and players
- There will be frequent disinfection and cleaning in the common bathrooms and change rooms
- Rental clubs will be sanitised before issuing.
- Drivers of club cars must wear face masks and gloves. The vehicles are disinfected after each use.

Golf range

- Groups of 4 are again permitted to play again together on the course, using strict social distance rules
- Golf carts are available to be hired, however with strict one person per cart measures in place, unless the guests are traveling together, staying in the same room together
- Range balls are sanitised before and after usage.
- All carts will be disinfected with water, soap, as well the 'dashboard' and handlebars at the end of each use and before each delivery.

Meetings & Events

- Capacities and dining options in all our meeting and events spaces have been revised in line with physical distancing best practices.
- All health and safety measures in our meetings and events areas are fully compliant with local requirements.
- All meeting rooms are thoroughly cleaned and disinfected before and after every event.
- All hard touch areas are disinfected.
- Face masks & hand sanitizers will be available and given to the guests upon entering the venue.
- Everyone has their temperature checked with a non-touch thermometer
- Hand sanitising pumps will be in public areas and a station will be placed in each meeting room
- Venue layout will be changed for physical distance to be kept to avoid overcrowding (4 people / 10 sqm)
- Coffee Breaks: bars will be staffed, snacks and breaks will be served by our staff.
- **Meeting Rooms capacity:** we will apply the latest recommendations from the local authorities and ministry of Health.

Guest check-out

- One of our team members will call the guest room one night before departure to know their departure plans and prepare the invoice on time for a quick check-out process.
- Front Office staff will have minimal physical contact with guests and all devices and surfaces will be thoroughly sanitised.
- All payment devices will be sterilised after each use
- Please allow enough time for the check out process
- Cash Payments must be arranged beforehand.

*We are looking forward to welcoming you at
Sea Cliff Resort & Spa
very soon !!!*

