

Lake Duluti

LODGE - TANZANIA

Exclusive • Exquisite • Excellent

Covid 19 Standard Operating Procedures

On Arrival

Transport

- Our hotel vehicles are sanitized prior to and after each guest transfer and are equipped with sanitizers.
- Our drivers will wear face masks (N95/Surgical), disposable gloves (where applicable), and face shields.

Arrival procedures

- All guests will undergo temperature checks at the Lodge gate and further sanitization.
- Hand sanitizers and disinfectants will be available throughout the lodge.
- All luggage, parcels and other item delivered to the lodge will be sanitized.



Check In/Out

- Guests arriving from restricted countries or regions will be required to share detailed information, as prescribed by the Government protocols, prior to arrival.
- All information required for registration will be requested in advance to reduce the time spent upon arrival.
- Designated butlers will welcome guests at a safe distance outdoors, providing sanitized key cards.
- Guests are requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for the check-out.

Payment

- Cash payment are highly discouraged, please utilize wire transfers prior to arrival card payments on arrival.
- Card machines are disinfected before and after every transaction.



Housekeeping

- Linen will Not be reused
- Both Used and unused room and bath linen will be sent to the laundry on guest departure.
- All pillows, cushions, sheets and duvets will be sent to the laundry for cleaning and sanitization after each guest departure.
- Deep cleaning and sanitizing of rooms will be done with extra focus on surfaces such as door handles, remote controls, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- All used glassware will be cleaned, and sanitized prior to guest check in and after check out.



Kitchen

- Staff temperatures are frequently tested.
- Kitchen staff will be equipped with clean uniforms, hair nets, chef caps and aprons.
- All kitchen equipment, including cutlery and crockery is washed and sanitized after every use.
- All fruits and vegetables will be sanitized when received at the lodge.
- Grocery packets will be sanitized and wiped before storage and when issued for reuse.

Restaurant

- Restaurant seating will be reconfigured and spaced to ensure social distancing is maintained.
- Butlers and Kitchen staff will wear disposable gloves (where applicable), face masks and face shields.
- Table linen will be changed after every use.
- Entrance doors will be left open during meal periods. If the door needs to be kept shut, assistance will be offered so guests do not have to touch handles.
- All tables and chairs will be sanitized before and after every meal period and after every guest use.
- Single use printed Menus are used.
- Equipment such as coffee machines, ice crusher machines, ice machine, induction surfaces, cookie containers, tea selection boxes, etc. will be sanitized on a frequent basis.

