



WELCOME TO MANYARA'S SECRET, we are preparing to welcome tourists back again to Tanzania, we integrated the threats we're facing into our services. Our priority is to ensure that we provide the safest possible environment for our guests and our staff while providing a truly authentic Manyara's Secret experience.

#### IN OUR COMMUNAL AREAS:

- ✓ Hand sanitizer, soap and water, and individual hand towels will be available
- ✓ All surfaces will be sanitized regularly
- ✓ Social distancing rules apply, and seating will be arranged to ensure that
- ✓ In sitting areas guests will be encouraged to practice social distancing
- ✓ All swimming- and plunge pools are monitored to provide a virus free experience

#### GUEST ARRIVAL & WELCOME:

- ✓ All guest passport details are to be provided by the agent prior to check-in
- ✓ On arrival, guests will be required to use provided hand sanitizer and have their temperature monitored
- ✓ Hand washing facilities will be available, with single use towels provided for hygiene purposes
- ✓ Our staff will be wearing face masks, interaction with guests will be contactless and from a safe distance
- ✓ Check in forms can be completed by guests. We prefer our guests use their own pen, or we can provide a clean pen
- ✓ Welcome drinks will be served from a tray without contact or are already prepared for you to maintain a safe distance
- ✓ The welcome briefing will include all details about this hygiene measurements

#### CLEANING OF ROOMS:

- ✓ All housekeeping staff will wear face masks and gloves while cleaning, and use disinfectant for cleaning
- ✓ Each room will undergo a deep clean between guest checkout and next guest check in
- ✓ In case the guest needs extra pillows and blankets, the host is contacted

#### LAUNDRY:

- ✓ All laundry will be done using strong disinfectant soaps by using washing machines
- ✓ All linnen is sun dried and ironed
- ✓ Any guest laundry will be washed separately from others
- ✓ There's no contact between clean and dirty laundry

#### DINING EXPERIENCE:

- ✓ Guests will be required to use provided hand wash and sanitizer
- ✓ Our staff are all trained on using minimal contact and communication during service and can take order from a safe distance
- ✓ All tables in the dining area and on the pool-terrace are placed according to the safe distance rules

#### STAFF WILL:

- ✓ Be trained in the standard operating procedures and will be informed about the up-to-date facts about COVID-19
- ✓ Practice social distancing and be educated on proper hygiene practices
- ✓ Wash their hands regularly with soap and water, using sanitizer when arriving and leaving main areas
- ✓ Be provided with multiple face masks and gloves for use throughout their shifts
- ✓ In case of sickness of a staff member be quarantined in the staff quarters