



SERENA HOTELS

SAFARI LODGES AND CAMPS

HOTELS • RESORTS



SERENA HOTELS COVID 19 SAFETY PROTOCOLS

Welcome Back Home



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SERENA PROMISES:

S – SMILE! We work hard to take away your concerns because we care about your well-being.

E - Ensuring the disinfecting regimens in use are eco-friendly and effective.

R – Reviewed our standards of operations to ensure compliance.

E - Extraordinary experiences for a life time.

N - No worries, book confidently.

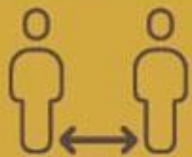
A - Approved, tested, certified and fully compliant with local and national Government protocols, international best practices and the World Health Organization.



Serena Hotels Hotels has a long tradition of emphasizing cleanliness, safety and comfort in our guest rooms, public spaces and back of house operations as we understand that the health, safety and comfort of our guests, staff and partners remains of utmost importance.

This principle accompanies us in this period of the coronavirus (COVID-19) worldwide pandemic and we assure our guests and business partners that at our properties during this period, we have added to our already rigorous cleaning and safety protocols, the appropriate recommendations and compliance measures in line with the Ministry of Health and the World Health Organization requirements to prevent the spread of this virus.

Management engaged Polucon, a leading inspection, certification and pest control company for preparation and implementation of an in-depth training program on general hygiene, safety requirements and disinfection processes for the ‘front of house’ and ‘back of house’ areas for all Serena properties. The Training was completed and is reviewed process on a regular basis



Social/table distancing protocols observed.



Frequent disinfection of public areas



Health and safety regulations observed.



Regular temperature checks for staff and suppliers.



Cashless system integrated for safety and convenience.



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Cleaning of surface areas



Equipment



Guest interaction



Guest transport

Property Certification: Properties have been inspected and certified as having complied with the required COVID-19 protocols by respective Health authorities.



Food safety



Food and beverage areas



Payments



Staff



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The hygiene and safety measures that are in place at our properties are:

- **Cleaning of Surface areas:** We have added the appropriate cleaning and sanitization products for high-touch surface cleanliness in all public spaces with increased frequency and these include disinfectants and sanitizing sprayers that rapidly clean and disinfect the guest rooms, public areas, staff areas, restaurants, function and banqueting areas.
- **Equipment:** Automated hand sanitizers, non-contact infrared thermometers, hand wash sinks in the appropriate touch points for guests and staff are in place. Other equipment in place are Ultraviolet disinfection wands for restaurant table tops and Spa equipment, Electrostatic disinfectant Spray machines for guest rooms, public areas and guest luggage and key card/keys sanitizing kits.
- **Guest Interaction:** To help alleviate the risk of transmission, clear signage is available in all public areas to remind guests to maintain social-distancing protocols. Floor markers have been put in appropriate areas and furniture has been re –arranged to allow more space for distancing in all guest areas.
- **Guest transport:** All Guest transport vehicles for guests’ transfers, game drives in the national parks/reserves and any other guest transport activity have mounted sanitizers. The vehicles must be cleaned and sanitized after every trip.
- **Food safety:** All food handlers are trained on safe food preparation and service practices. All suppliers are advised of the operating standards for purchasing and delivery that must be adhered to.



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Food and Beverage Areas: Furniture in the restaurants and bars have been re-configured in order to comply with the social distancing measures of 1.5metres between tables.

The company has modified its operational practices for buffet service for the safety and well –being of our guests.

2 restaurant sittings for dining may be arranged if necessary and clients are informed when making reservations / upon check in. Guests can access restaurant menus through their phones.



Payments: Cash free payment options are encouraged. Disinfectant wipes for credit/debit cards are available.

Staff: All staff have the appropriate Personal Protective Equipment when on duty. Whilst on duty, staff are required to have their temperatures checked on daily basis by the nurse before reporting on duty and should any staff feel unwell they must stay away from work and report immediately to the Nurse.

Staff are advised to have minimal interaction with guests and amongst themselves.



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Kenya

Nairobi Serena Hotel
Serena Beach Resort & Spa
Mara Serena Safari Lodge
Sweetwaters Serena Camp
Lake Elmenteita Serena Camp
Kilaguni Serena Safari Lodge
Amboseli Serena Safari Lodge

Mozambique

Polana Serena Hotel

Tanzania

Dar es salaam Serena Hotel
Zanzibar Serena Hotel
Arusha Serena Hotel, Resort & Spa
Mbuzi Mawe Serena Camp
Kirawira Serena Camp
Ngorongoro Serena Safari Lodge
Serengeti Serena Safari Lodge
Lake Manyara Serena Safari Lodge
Selous Serena Camp
Serena Mivumo River Lodge

Uganda

Kampala Serena Hotel
Lake Victoria Golf Resort & Spa

Rwanda

Kigali Serena Hotel
Lake Kivu Serena Hotel

Democratic Republic of Congo

Goma Serena Hotel

Video links:



[Serena Hotels is COVID-19 Compliant-Corporate Video](#)

[Serena Tanzania](#) | [Dar es salaam Serena Hotel](#) | [Zanzibar Serena Hotel](#) | [Mara Serena Safari Lodge](#) | [Polana Serena Hotel](#)
[Goma Serena Hotel](#)

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**Safe
Travel !**