

COVID-19

Standard Operating Procedures

GUEST/ STAFF AT ENTRANCE:

- * Temperature screening (guest/staff with 37.5° C is given proper orientation)
- * Hand hygiene (hand washing with soap & water / use sanitizer while accessing the hotel premises)
- * Poster emphasizing COVID-19 precautions
- * Respect social distancing
- * Always wear a mask
- * Social distancing marks set for guests waiting in a queue



HAND SANITIZATION



TEMPERATURE CHECKS



SOCIAL DISTANCING RESPECTED



FACE MASK EMPHASIZED

RECEPTION & CHECK-IN PROCESS:

- * Guests share passport copies when confirming accommodation reservation to facilitate pre-check-in process to limit waiting in hotel Lobby.
- * Guests proceed straight to their room when soft copies of passport copies are provided.
- * Guests go for a COVID-19 PCR test.
- * Front Office (FO) staff wear basic Personal Protective Equipment (PPE) – face mask, disposable gloves, face protector shields (those handling luggage).
- * Social distancing marks set at reception for guests waiting in a queue.
- * Regular decontamination conduction at the Front Office & Lobby
- * All Airport pick-up vehicles are decontaminated upon arrival using chlorine 0.5% and 0.05% as per usage instructions.



DISPOSABLE GLOVES USED



FACE MASK EMPHASIZED



GUEST ISOLATION - COVID-19 TESTING:

- * 1st Floor designated as the isolation area and considered a red zone (Transit Rooms). All guests directly from the Airport are requested to access their respective rooms
- * using stairs only.
Our transit rate is at USD 150 (Single occupancy) and USD 195 (Double occupancy) on Full Board Basis.
- * Conducting COVID-19 PCR test – Room 118. Guests are required to present, to the medical team, previous test results issued 120 hours prior to travel.
- * The COVID-19 test costs USD 60 or RWF 56,650.
- * Guests within the Red Zone are required not to leave their rooms
- * until test results are issued via e-mail / SMS.
- * Donning / Doffing and Nursing conducted – Room 119.
- * Isolation Room 122.
- * Limited movements within the Red Zone (1st Floor).
Staff working within the Red Zone wear basic PPE & are trained in Infection & Prevention Control (IPC).
Chlorine 0.5% and 0.05% are used for decontamination as per usage instructions.

ACCOMMODATION:

- * 1st Floor is designated as the isolation area for the period before COVID-19 test results are out (within 24 hours of testing).
- * Guests whose tests are negative & wish to continue their stay with us are moved to the 2nd and 3rd floors. They are accommodated on Bed & Breakfast basis at USD 100 (single occupancy) and USD 125 (double occupancy) applicable to all our Classic Rooms or, USD 120 (single occupancy) and USD 145 (double occupancy) for our suites.
- * Chlorine 0.5% and 0.05% are used for disinfection, cleaning & decontamination as per usage instructions.
- * Housekeeping staff work with basic PPE while maintaining social distancing from guests.

CONFERENCE FACILITIES:

- * Hand sanitizers are available in all meeting rooms.
- * F&B staff work in face masks and maintain social distancing.

PUBLIC SPACES:

- * Regular cleaning and decontamination of surfaces with Chlorine 0.5% and 0.05% as per usage instructions.
- * Communication on screens emphasizing COVID-19 precautions.
- * Posters emphasizing COVID-19 precautions.
- * Social distancing marks set for guests waiting in a queue.
- * Hand sanitizers are provided at different spots.
- * Door handles, handrails, light switches, staircase rails, doors leading to the corridors and staircases are disinfected several times a day.
- * Regular decontamination of the hotel elevator, at least once an hour, with the introduction of a limit on the number of people using it at the same time to a maximum of 2 people.

FOOD & BEVERAGE:

All our restaurants are open & have hand sanitizers available at each outlet:

Legacy Terrace:

Breakfast:

06:00 h - 10:30 h Week days

06:30 h - 11:00 h Weekends and Public Holidays

Lunch: Monday - Saturday, 12:00 h - 15:30 h



Pool Bar Restaurant:

Sunday Brunch, 11:30h - 16:00h by the Poolside.

Le Panorama Restaurant:

All day dining Monday - Sunday from 12:00h

- * Meals could be delivered to rooms upon guest's requests, respecting all safety procedures.
- * Room service trolleys and waiter trays are regularly disinfected. Cutlery, porcelain and glasses are scalded each time in accordance with sanitary procedures.
- * F&B staff work in face masks and maintain social distancing.
- * Kitchen staff work in disposable gloves and face masks maintaining social distancing.

SPORTS FACILITIES:

- * The Gym remains closed until further notice.
- * The Swimming Pool remains closed until further notice.
- * The Tennis Court is open Monday - Sunday, 8:00h - 17:00h.
Guests are required to play singles at a time with no ball boys.



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