



ARUSHA VILLA STANDARD OPERATION PROCEDURES

UPDATED APRIL 2021



The purpose of this SOP document is to ensure all guests at Arusha Villa have a safe, welcoming and clean environment. With this document we confirm the steps we have taken in order to guarantee the cleanliness needed and social distancing required for the protection of our staff and guests.

PARKING

When arriving at Arusha Villa, the guard will show the driver the parking space. Luggage will be brought to the lobby by Arusha Villa staff, after the guests have left the car.

CHECK IN

At the reception area social distancing will be followed.

Guests are asked to use the hand sanitizer provided at multiple locations in the hotel.

Keys and key holders are sanitized before handing them over to the guest.

CHECK OUT

Guests will be encouraged to ask for the final payment bill the evening before departure in order to minimize the check out time, when this bill is paid.

Cash payments are no longer possible at long as this procedure is in place.



RESTAURANT, LOUNGE AND FIREPLACE ARE OUTDOORS

RESTAURANT

All tables are reconfigured to meet social distancing guidelines. We will use the lounge and swimmingpool terrace if the guests capacity requires additional space.

Guests need to book lunch and dinner at a specific time. Times booked will need to be strictly adhered to.

We will only be providing table service, no buffet is served as long as this procedure is in place.

Glassware will be removed from tables and drinks will be poured and served as required.

Credit card machines will be sanitised after every use .

All dining tables and chairs will be cleaned thoroughly after each use.

Hand sanitiser is provided in the restaurant.

LOUNGE AND FIREPLACE

Drinks and snacks are served at the lounge and fireplace.

Social distancing will be met at these locations.

ROOMS

Disposable items have been added and disinfectant wipes supplied for guest bedrooms.

The Housekeeping team will follow a detailed cleaning plan in every room, concentrating on all multi touch surfaces, switches, controls, furniture and bed linen..

The manager will check every room personally in order to guarantee the cleanliness required.

PUBLIC TOILETS

Hand sanitisers/bactericidal hand soap are available in all public toilets.

Public toilets cleaned regularly focusing on frequently used touch points like door handles, taps, locks and bins.



GENERAL SAFETY

All offices, canteens and back of the villa areas maintained for all team members, in line with social distancing guidelines where possible.

Washable facemask are provided for all team members, dependent upon job roles.

Hand sanitisers readily available for staff use.

Staff members with any symptoms should not attend work and will be sent home to self-isolate and follow government guidelines.

Staff should refrain from skin to skin or face to face contact with other team members and guests.

Individual departments will be allocated different break times throughout the day.

Staff meetings which are needed should be held following all social distance guidance and are outdoors.

Staff members are encouraged to regularly wash their hands throughout the day, following WHO guidelines.

Hand washing facilities will be available for all staff members and relevant washing guidance will be displayed accordingly .

Staff members should wash their hands on arrival on shift.

INTRODUCTION REGULATIONS

All staff should have read, understood and signed the COVID-19 SOP,

Staff members confirm that they are not at risk or shielding anyone prior to returning to work after a leave.