



THE
ZANZIBAR
COLLECTION

A message to guests, friends and partners of The Zanzibar Collection.

Recent events have introduced a “new-normal” throughout the world and now, more than ever, the comfort, health and safety of our guests and staff is our primary concern.

The Zanzibar Collection’s extremely high standards of health and hygiene are all firmly in place at our award-winning properties, and we remain alert to advice from health experts and government authorities, adapting our best practices accordingly.

As your next visit to our beautiful Island nears, The Zanzibar Collection will be here to welcome you in customary Zanzibari hospitality. When you next make a reservation or booking inquiry with us, you will notice certain changes in our procedures to ensure your safety and comfort. Please see a list of more detailed steps we are undertaking to ensure the wellbeing of our guests and staff. Should you wish to discuss these or any specific concerns you have prior to your arrival, we will be happy to do so and you may reach us at: info@thezanzibarcollection.com

In the meantime, we would like to thank you for choosing us and for the kind support and we look forward to welcoming you to paradise soon
Family Raguz and the Zanzibar Collection Team.

HEALTH & SAFETY PROCEDURES

Government and Regulatory Requirements

1. The Zanzibar collection is fully compliant with all health and safety measures as laid out by the Zanzibar Commission of Tourism as well as The Ministry of Health.

Prior to arrival;

1. A mandatory pre check-in procedure will include a guest emailing 24 hours before arrival, a fully completed travel history form, a guest health declaration form, as well as the hotel guest registration form.
2. All guests will be required to supply scanned copies of the bio page of their current passports in advance.
3. Guests will be asked if they would like to discuss personal preferences on service and staff interaction levels with regards to housekeeping.
4. Guests should bring their own personal supply of PPE equipment for use during their stay at the hotel.

At the hotel

1. Checks are taken of all guests and staff and only those with an average temperature of 37.5 degrees Celsius are allowed access.
2. Personal protective equipment (PPE) will be in use by respective staff as required. (PPE includes face masks, disinfectant hand sanitizers and disposable gloves)
3. Enhanced health and safety training measures have been put in place for all staff, including the correct procedures for wearing PPE equipment, social distancing awareness and case notification protocols
4. Written instructions on preventive measures have been distributed to all of our suppliers and contractors.
5. Regular disinfection is conducted across all hotel areas.
6. Increased cleaning and disinfection is in place throughout hotel’s public areas, back of house areas and in guest rooms.

In your Villa or Room

1. Increased anti-viral disinfection measures in place for villas immediately after check-out to ensure that each villa is fully sanitized before the next check-in.
2. Upon request, should the guest require less housekeeping service from attendants entering the room, the guest can communicate this before arrival.
3. Mini-Bars are available on an order basis only.

At our restaurants and bars

1. Table distancing measures in dining outlets to ensure compliance with regulatory requirements

Activities (Spa, Fitness, Water Sports & The Kids Club)

1. Our award winning Spas will remain closed for the moment, however massage therapies will be available “open air” at the beach front.
2. Our fitness room (Gym) will have a guest limit of ONE guest (or one couple travelling together) per hour with prior advance reservations; all equipment will be fully sanitized before each appointment.
3. Our “Water Club” will accept reservations on appointment basis and all equipment is fully sanitized prior to each appointment. We recommend that guests bring their own snorkel and mask from home.
4. The Kids Club at Baraza will be temporarily closed for the time being.

Diving

1. Our dive centre complies to Divers Alert Network (D.A.N.) certified health and safety procedures regarding sterilisation of diving equipment, kindly find additional information at www.risingsun-zanzibar.com

Tours & Excursions

1. Tours and excursions of Zanzibar are available but they will be provided in private non-shared vehicles. Only families or parties traveling together will be allowed to share vehicles during an excursion. Excursions may be pre-booked at the hotel or you may use your local ground handler for this service.

www.thezanzibarcollection.com