

# **MAFIA ISLAND LODGE ENHANCED GUEST SAFETY AND HYGIENE PROCEDURES**

The Management and Staff of Mafia Island Lodge in Mafia Island wish to thank you for your continued business support over the year.

Mafia Island Lodge has embarked on up scaling our already existing stringent safety and hygiene regime to include an innovative regime that meets the challenges of the covid-19 pandemic. We are taking these measures in order to protect our guests and staff, while at the same time ensuring that guest comfort and enjoyment is not compromised.

We have adopted a “No touch” strategy whereby guests will touch a minimal amount of touch points during their stay. Our reputed warm staff, service and welcome will always be present.

The procedures below are just a start of the extensive programme we have adopted.

## **Pre-Arrival:**

1. Scanned passports or ID documents of all guests must be received prior to arrival, by email and even whatsapp, to reduce any interaction with guest’s identity documents. In addition, a pre-filled registration card will have to be received prior to arrival.

## **On Arrival:**

2. Guests will be required to submit to a temperature check on arrival.
3. The Lodge will offer personal sanitizers to all guests.
4. All arrival rooms shall undergo deep sanitation and disinfection, as per protocols we have developed . To guarantee room integrity, room changes and movements will only be allowed for maintenance reasons whilst guests are in.
5. Upon arrival guests will be offered the option of three bags, one for soiled towels, one for soiled bedding and one for trash. When towels and bedding need to be cleaned and when trash needs to be removed, guests will be asked to place the bags near the entrances to their rooms and housekeeping will replace these. Alternatively, guests can allow housekeeping to clean and sanitize the room as normal when they have vacated the room to other areas on the resort and delivered the room key to our reception. The room keys will be exclusively in the hands of the customers, no spare keys will be used except in case of emergency.

## **During Guest Stay:**

6. Temperatures will be taken twice a day and recorded whilst on the resort by our new on-site COVID 19 liaison officer as requested by government regulations.
7. We have established protocols to conform to social distancing rules at all public areas. These include protocols for buffet service, beach umbrellas and sunbeds and diving activities.
8. To avoid inconveniences that may be caused by social distancing rules, we have spread our meal times and introduced a reservation system to limit numbers in restaurants. The buffet option will not be used except for the presentation of ready-made and well-sealed dishes only

9. Only approved transport and transfer providers will be allowed on property
10. We shall have restrictive measures for non-hotel residents wishing to use hotel facilities or to visit in-house guests.

**Departure:**

11. No cash payments will be accepted at the resort. We have taken measures to reduce interaction at the cashier's booth. This will include pre-authorisation of guest credit cards or deposit payments to cover extras.
12. All departure rooms will be thoroughly cleaned and disinfected. Thereafter, rooms will be kept vacant for 24-hours. The room will then be closed and there will be no entry until our guests arrive.

**Hotel Hygiene Procedures:**

13. All staff have and are being trained on our new procedures so when we re-open our resort, we will be more than ready to welcome our valuable customers.
14. Regular sanitizing of public spaces will occur throughout a 24-hour period and each Lodge common areas and will have hourly checklists posted at each.

The Management will continue to improve the safety and comfort of all our guests without compromising the standards that Mafia Island Lodge itself on.