



Deloraine House COVID-19 Safety Policy

Deloraine has taken the necessary precautionary measures to minimize risk wherever we can and to comply with the Kenyan Government's directive of health and safety protocols.

It goes without saying that if you have knowingly been exposed to Covid-19 within 2 weeks or your scheduled safari, or you feel ill or symptomatic, to please contact us and postpone your trip.

GUESTS - Before travel we will send guests a form to be filled in, detailing their travel history and medical status. On arrival into Nairobi you will be required to wear a mask, and in any situations of close proximity. On arrival at Deloraine guests will sign an indemnity form and will have a health and safety briefing. We will ask guests to adhere to social distancing measures during their stay and no hand shaking please. We will require all guests to have their temperature taken with a digital forehead thermometer on arrival and subsequently each morning thereafter. If a guest displays symptoms of Covid-19 they will be asked to quarantine in their room until a plan is made for them to leave. Management will then be required to contact the Kenya Health Department for further action.

SANITIZING - Hand sanitizer, soap and washing basins will be available in all communal areas and rooms.

STAFF - All our staff will undertake daily temperature checks. They will exercise a high level of personal hygiene, the responsible use of personal protective equipment, hand wash and sanitize regularly. Every member of staff will have a mask, which they will wear when in close proximity to guests. We ask our guests to kindly understand that there will be limited interaction between staff and guests.

MEALS - All food is prepared to a high level of hygiene by our designated kitchen staff. All meals will be served plated straight from the kitchen, and will be left on a sideboard in the dining area for guests to take to their seat at the table. All eating areas will be cleaned with disinfectant after every meal. Guests may eat privately at their room if they prefer.

DRINKS - The bar and tea and coffee area will be served in a 'help yourself' style, to minimize on staff interaction.

ROOMS - All guest rooms will be thoroughly cleaned every morning and evening and all surfaces will be disinfected regularly.

ACTIVITIES - Tack for riding, tennis rackets, and other equipment will be sanitised regularly.

We are ready to welcome you at Deloraine. Please contact us directly in case of any questions or concerns about your stay at Email: offbeat@africaonline.co.ke or Tel: +254722870161.