

*indigo*  
BEACH • ZANZIBAR



**CUSTOMER EXPERIENCE -  
PROGRAM FOR COVID-19**

*let's be safe at Indigo for our holidays*

## BEFORE ARRIVAL

We will invite our partners to provide our new Guest Journey to the costumers before coming to Indigo Beach Zanzibar and inform them about the post Covid-19 rules.

The partners will send us the necessary information concerning the guests such as the passport copy before arrival.

## TRANSPORT AND ARRIVAL

The private driver (sent by the hotel or the agency) will wear protective mask.

A global sanitization of the vehicle will be done before and after each trip.

Guests will be highly invited to sanitize their hands upon arrival inside the vehicle and a bottle of sanitizer will be available in each private car and at the disposal of guests and driver.

At the arrival at Indigo Beach Zanzibar, the car will stop at the main gate and the temperature of each passenger will be taken and notified on a specific file.

If a guest is running a temperature of more than 37.5 °C, the car won't be allowed to come inside the property. A medical team will be informed and a check-up will be carried out.

Only the guests with a voucher or proof of reservation be allowed to come inside the property.

Once at the hotel, the security team will be in charge of the luggage. They will take them out of the vehicle with gloves, sanitize them with a disinfection spray and bring them directly into the room.



## CHECK-IN

A bottle of sanitizer will be available at the lobby and guests are highly invited to use it as much as they want.

Face towels will be avoided but guests will still enjoy a refreshing welcome drink.

The check-in will be done directly inside the room and all the information concerning the new procedure due to Covid-19 will be given by the receptionists.

*Haribu Indigo*

The room's keys and lock will be sanitized before and after each guest.

Receptionist and all the other team members will always maintain a social distance of 1 meter and wear a protective mask.

## DURING THE STAY

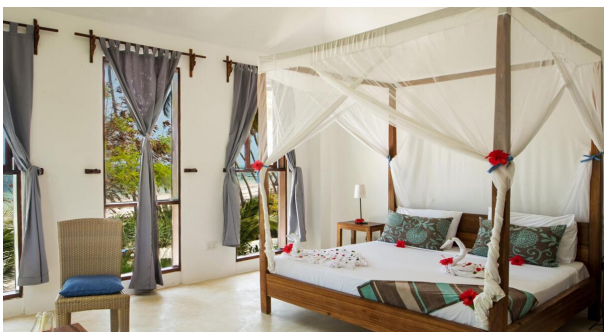
Each room will be fitted with a sanitizer. Some masks and gloves are available at the boutique if needed.

Housekeeper will come every day to do a global disinfection of the room.

Room linen will be replaced every 2 days or on guest's request and will be washed according to WHO's recommendations.

Housekeeping attendants will wear mask and gloves.

The Updated Directory book will be disposed in each room and at the disposal of the guests during all their stay and sanitized on daily basis.



## FOOD AND BEVERAGE

An information panel located at the entrance of the restaurant will display the safety rules for the guests.

All the restaurant services will still operating as usual:

The breakfast will be served as a buffet while respecting the social distance and the regulation in force.

The lunch will be an "a la carte menu" and the diner a daily set up menu.

Table layout will respect social distancing norms with 2 meters between two tables.

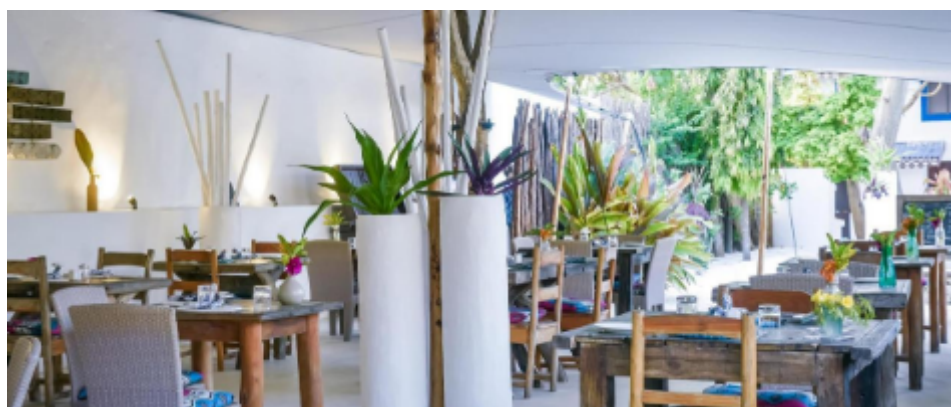
Customers will be invited to make reservation in advance and to choose between two different times (7 pm or 8:30 pm) in order to reduce number of guest inside the restaurant.

Restaurant staff will sanitize before and after each customer. They will wear masks and sanitize their hands regularly.

After each service, napkins will be removed from the tables by the waiters and put directly in a specific bag to avoid potential contamination.

Every morning, when customers will be arriving for the breakfast, a waiter will take their temperature. If one of guests is running a temperature of more than 37.5 °C, a medical team will be informed and a check-up will be carried out.

Bottles of sanitizer will be at the guests' disposal in several corners of the restaurant.



## P O O L

All beach beds will be sanitized before and after every guest and a panel will indicate when they are disinfected to inform the customer.

Beach towels will be provided to the guests on request and put in a specific bag after each guest usage.

A social distance of 2 meters will be requested between each guest.



## M A S S A G E

The guest will have to pre-booked one day before.

The massage room and all the equipment will be sanitized before and after each treatment.

The Spa lady will wear a specific uniform and mask, she will sanitize her hands in front of the guest before starting the massage.

The guest will be recommended to take a shower before the treatment.



## EXCURSIONS AND PRIVATE TRANSPORT

All the excursions will be booked in advance et the reception.

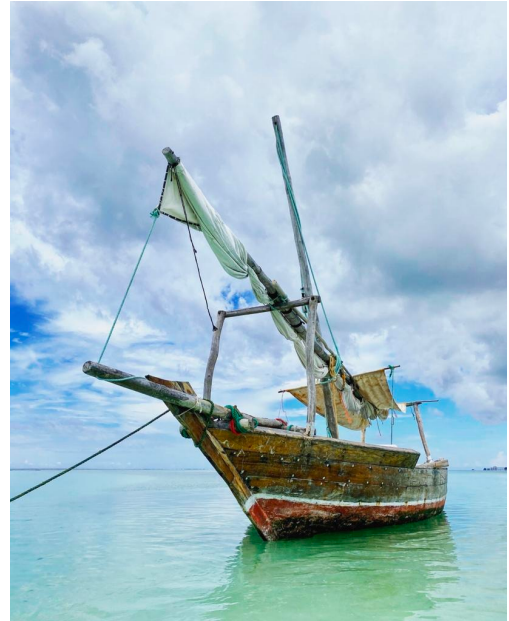
Only exclusive excursions will be sold to maximize the safety of our guests.

A maximum of 5 persons will be accepted in the vehicle with an empty seat between each customer.

A guide of safety measures relative to the excursions will be provided to the guests.

Masks and snorkels will not be provided to the guest. Each guest will have to bring their own materials or they will have the possibility to buy it at the boutique. Lifejackets (for the boat excursions) will be sanitized before and after each guest.

Our excursion partners will have undergone a specific training on the pandemic safety rules.



## LAUNDRY SERVICES

Housekeeping department made a new process of linen collecting and washing to avoid all potential contamination.

Information about the laundry service will be shared in the directory book.



## MAINTENANCE

In case the maintenance department must fix an issue in the room, the attendant will wear a mask and gloves.

A housekeeper will escort the attendant and will clean after his intervention.

Both attendants will sanitize their hands before and after the maintenance action.



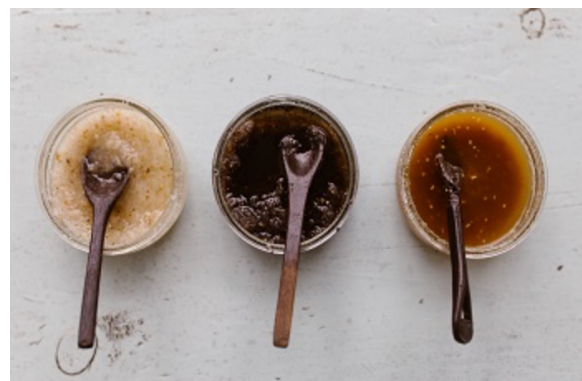
## BOUTIQUE

Maximum of 2 guests at a time will be allowed inside the boutique.

Guests will have to sanitize their hands before to come in.

Guests are invited to touch as less as possible the items in the boutique (all the set up will be minimized).

The boutique will be fully sanitized after closure.



## CHECK - OUT

The reception team will meet the guest the day before the departure to determine the time of the check out.

Only one guest at a time will be allowed in the office for the check out and social distancing will be respected.

All the bills will be prepared and printed in advance to reduce the process.

Cash handling should be minimized and credit, debit cards use should be maximized.

Room's keys and lock will be sanitized after guests' departure.



For more information, contact us directly : [reservation@indigobeachzanzibar.com](mailto:reservation@indigobeachzanzibar.com)