



PrideInn

Hotels & Conferencing

★ K E N Y A ★

Feel the PrideInn touch

READY TO WELCOME YOU BACK

PRIDE
SALAMA

www.prideinn.co.ke



A MESSAGE
FROM OUR
MANAGING DIRECTOR

HASNAIN NOORANI

Greetings From PrideInn Hotels and Resorts ,

My team and I hope and pray that you , your family , your friends and colleagues are safe and in good health at this time .

As the situation around the world with regards to COVID-19 continues to evolve, we have seen a wide impact on all aspects of our lives as well as the global economy. In this regard , as we re-open our hotels and get back to operations we would like to assure you that the safety of all of us is paramount.

At PrideInn Hotels and Resorts , we have come up with new standard operating procedures that we have put in place in all our hotels to ensure that all our guests , staff and anyone entering our premises is safe. During this Covid-19 Pandemic we took the time to renovate and upgrade our hotels so that we can welcome you back to better , more sophisticated and elegant hotels whilst maintaining the world class holiday or conference experience that you've always had.

We have implemented the guidelines given by the Ministry of Health and local authorities and we have gone an extra mile in coming up with internal protocols that will ensure that our guest's memorable experience is at the heart of everything we do.

The contents of this document give an elaborate insight into the measures we are taking to ensure your safety . As our unique culture has always been , At PrideInn Hotels, We love you, We will care for you and we will give you the “Global Feel With Kenyan Soul”.

I take this opportunity to thank you for your continued support and welcome you back to our hotels for business or leisure

Asante sana na Karibu PrideInn !

Warm Regards ,



ARRIVAL



Steps we have taken

- Our hotel vehicles will be sanitised prior to each guest transfer and equipped with sanitising products for your use.
- Chauffeurs will wear face masks, disposable gloves (where applicable), and face shields.
- All guests will be required to wear face masks on arrival.
- On arrival, guests will be greeted with the PrideInn Touch, while maintaining a safe distance, with no physical contact.
- Hand sanitisers will be available at the entrance of the lobby.
- All guests will undergo temperature checks on arrival and those running a temperature of more than 37.5°C will be met by a hotel clinical officer for medical assistance.
- All luggage will be sanitised and the baggage scanning machine disinfected after use.
- All parcels, courier items, shopping bags, etc. received or given to guests will be sanitised before entering the hotel and/or the guests' room.
- Our hotel clinical officer will be available daily to assist guests on any medical issues.



CHECK IN & CHECK OUT EXPERIENCE



Steps we have taken

- Guests arriving from restricted countries or regions will be required to share detailed information, as prescribed by the Government protocols, prior to arrival.
- All information required for registration will be requested in advance to reduce the time spent upon arrival.
- Digitised check-out formalities with e-bills and online payments will be available on request.
- Guests are requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for the check-out.
- Cash payment will not be accepted.
- The hotel portage staff will assist the guests with their luggage and escort all Guests to their rooms.



HOUSEKEEPING



Steps we have taken

- There will be continuous cleaning and sanitisation of all touch points in the lobby and public areas such as counter tops, telephones, door handles, elevator buttons, railings and guest corridor furniture.
- Rugs will be vacuumed, and floors mopped with disinfectant daily.
- In case of a double door at the entrance, one set of doors will be left open so that guests do not have to touch door handles.
- Ash trays in smoking areas will be cleaned and sanitised after every use.
- Signages will be present in the hotel for maintaining all the different protocols required including safe distancing and wearing of masks.
- Hand sanitisers will be available in all guest rooms and around the hotel for guest use.



HOUSEKEEPING

- Unused room and bath linen will be sent to the laundry on guest departure.
- Staff members stationed at the cloakrooms will ensure safe distancing protocols are observed.
- Deep cleaning and sanitizing of rooms will be done with extra focus on surfaces such as door handles, knobs, remote controls, writing table-tops, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen will be sent to the laundry for cleaning after each guest departure.
- Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture, and head-board clad with fabric will be deep cleaned after every departure.
- All used glassware will be cleaned, disinfected and sanitised prior to guest check in and after check out.
- Hand- rails, staircase and staircase landing in fire exit areas will be cleaned every day.
- Staff attendants will be available in public areas to assist and guide guests on social distancing, opening of different doors and temperature monitoring.



RESTAURANTS & BARS



Steps we have taken

- Restaurant seating will be reconfigured to ensure social distancing is maintained.
- Staff will wear disposable gloves (where applicable), face masks and face shields.
- Hostess desk, phone and charger will be disinfected after every use.
- Entrance doors will be left open during meal periods. If the door needs to be kept shut, assistance will be offered so guests do not have to touch handles.
- Guests will be advised that they should reserve for their meals or come down to the restaurant only when a table is available.
- All tables and chairs will be sanitised before and after every meal period and after every guest use.
- All menus used in our properties will be single use and will be disposed after each use.

RESTAURANTS & BARS



Steps we have taken

- All electronic credit card machines will be sanitised before and after every use.
- Staff will sanitise hands before holding card machines or exchanging any currency.
- Sanitiser/disinfectant wipes will be presented to the guest along with all bill folders.
- Bartenders will wear and frequently change disposable gloves when working at bar counters.
- Chopping board will be sanitised in a food grade chlorine tank.
- Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes, etc. will be sanitised after every use or on a frequent basis.



CONFERCING

Steps we have taken

- All meeting floor plans have been revised to adhere to the 1.5 Meters distance between delegates.
- Our beautiful and spacious outdoor venues ideally used for all social events .
- Conferences and meetings bookings will be up to 50% of the venue capacity in order to ensure social distancing norms.
- Inside the meeting rooms, only tea/coffee will be arranged serviced by a team member with pre plated snacks.
- We will not have Self-service at the buffet counters but our service team will assist guests with all requirements.
- Convention registration will be set at multiple locations to maintain the required social distancing, online registration is an added advantage.
- Break times and meal periods will be extended to allow for additional sanitisation and encourage pre-packed food offerings.
- We have set aside an isolation room



CONFERRNCING

Steps we have taken

- All our meeting rooms and exhibition halls will be well ventilated to allow free flow of air.
- Conference stationery will be issued and kept by the guests throughout the stay.
- We have screens at the entrance to display COVID19 safety awareness information.
- Conference delegates will maintain their designated seating area throughout the event.
- Water, mints and biting/nibles within meeting rooms will be issued to individuals and not collectively shared.



IN ROOM DINING & POOL SERVICE



Steps we have taken

- In-room dining trolleys and trays will be cleaned and disinfected after every use.
- Service staff will wear disposable gloves (where applicable), face masks, face shields and carry hand sanitisers. Guests will be greeted with the PrideInn Touch, maintaining a safe distance.
- All dishes will be covered with a cloche.
- Beverages served will be opened by the server only after seeking guests' permission.
- Poolside service menus will be single use and will be disposed after each use.
- Lounger, umbrella stand, and side table will be sanitised after each use.



KITCHEN



Steps we have taken

- Kitchen staff will enter the kitchen in fresh uniform, hair nets, chef caps and aprons.
- All ladles and knives will be washed and sanitised after every use.
- On each occasion, they will wash and sanitize their hands prior to entering the kitchen.
- Staff will wear face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed, and hands washed after every task.
- All staff movement will be clockwise to reduce cross traffic and maintain a safe distance.
- All surfaces and tabletops will be cleaned with a sanitising solution after every use.
- All fruits and vegetables will be sanitized when received at the hotel.
- Grocery packets will be sanitized and wiped before storage and when issued for.
- All kitchen surfaces will be cleaned, sanitized, and disinfected on an hourly basis.



FITNESS CENTRE



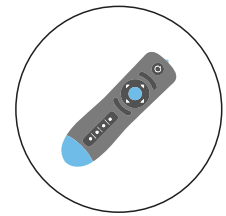
Steps we have taken



- Hand sanitisers will be placed in the fitness centre for guests' use.



- All equipment including yoga mats will be sanitised after every guest's use.



- TV and music system remotes and headphones will be sanitised after each guest's use.

- All touch points, including doorknobs, switch plates, thermostats, mini bars, etc. will be sanitised after each guest's use.



SWIMMING POOL

Steps we have taken

- Swimming pool will be operated at maximum safety condition with chlorine levels in pools kept between 1-3mg/l, with PH range of 6.8 - 7.4.
- Handrails will be disinfected after each guest's use.
- Lounge towels will be changed, and pool loungers sanitised after each guest's use.
- Floating tubes and balls, provided upon guest request, will be thoroughly cleaned, and sanitised after each use.
- Pool furniture will be arranged to ensure that a safe distance is maintained between each.
- Towel basket will be sanitised before placing fresh towels with no more than two fresh towels per basket.



BUSINESS CENTRE



Steps we have taken

- Seating will be arranged to ensure that a safe distance is maintained between individual work stations and chairs in meeting rooms.
- Business centre attendant will assist in maintaining safe distancing.
- Each desk, chair, work area and equipment will be sanitised after each use.



LAUNDRY



Steps we have taken

- Laundry staff will wear face masks and disposable gloves (where applicable).
- All laundry hangers, laundry bags, wicker baskets and basket liners will be sanitised before and after laundry delivery.
- Separate canvas bags will be used to transport soiled and fresh linen from guest rooms to house - keeping and laundry to avoid cross contamination.



MATERIAL RECEIVING



Steps we have taken

- All receiving staff will wear face masks and disposable gloves (where applicable).
- All materials, boxes, crates, sealed packets, and trolleys will be sprayed with disinfectant. Vendors will follow recognised food safety standards as certification bodies to ensure safe manufacturing, handling, and delivery practices.
- Vendor vehicles will be allowed inside the hotel premises after thorough sanitisation. Body temperature will be checked for the driver, delivery person or loader at hotel entrance to ensure their temperature is below 37.5°C.
- A self-declaration will be taken from all the vendors before they enter the hotel Receiving Gate confirming that they do not have any flu like symptoms such as cough, cold or a sore throat.

WE LOOK FORWARD TO MAKING YOUR EXPERIENCE MOST MEMORABLE.

KARIBU PRIDEINN

CONTACT



+254 (0) 709 532 000 (Hotline Nairobi)

+254 (0) 709 374 000 (Hotline Mombasa)



sales@prideinn.co.ke



www.prideinn.co.ke