

ADOPTED SAFETY MEASURES | Omali São Tomé

Reopening on 01st August 2020

Omali are proud to practice responsible management, evidenced by the safety measures that have been implemented, following the recommendations of the World Health Organization and the World Travel & Tourism Council. The nature of the resort is beneficial to the present transition period from the pandemic, including the fact that all rooms are individually accessible from the gardens, there are exterior alternative venues to the restaurant and bar and the proximity to the airport favours an efficient and safe transport. The protocol covers all areas, in order to provide a safe, secure and memorable experience to guests. All staff have been trained in order to provide that confidence.

Transfer to the hotel

Drivers will use Personal Protective Equipment and are responsible for the disinfection of the vehicle after each trip, keeping a register of each action.

The number of passengers will be controlled so as to guarantee the necessary distancing, as the proximity enables an adjustment of the number of trips necessary. Hand sanitising alcohol based gel will be provided.

On Arrival

Every piece of luggage will be individually sanitized and guests will be encouraged to follow the control measures that have been planned, including the use of masks, practice safe distancing in all common areas and frequent sanitization of the hands.

Reception

Possibility of online check-in via smartphone or tablet, and guests will receive all the necessary information regarding the stay. All front office staff will wear Personal Protective Equipment, the reception area is duly marked

for the required distancing and is regularly sanitized. Facilities for disinfection of mobile phones and bank cards will be readily available. Possibility of express check-out and contactless payment procedures. All guests will be encouraged to submit their opinion of the service and safety measures implemented.

Rooms

The rooms allocated to the respective reservations will follow a plan to ensure the necessary time lapse for a correct sanitization. Housekeeping staff will wear the necessary protection and will practice an appropriate daily cleaning process of all rooms, with the recommended disinfection of all furniture, curtains and carpets. The bed linen and towels will be subjected to a laundry process that guarantees temperatures of 60°C.

Common Areas

Alcohol based hand sanitizing gel will be available throughout the hotel and all areas will be subjected to a frequent disinfection with particular attention to door handles. All seating will comply with the required distancing. A record will be kept of each sanitizing exercise.

Restaurant & Bar

There will be hand sanitizing gel at the entrance to both spaces. The distance between tables will respect a minimum of 2 metres, both inside and outside, and the seating of guests will follow recommendations for safe distancing. Table set up will only take place once guests are seated, so as to guarantee safe handling of all equipment. All tables and chairs will be disinfected after each service. All bar stools will be removed. Table reservations will be recommended and where necessary periods of service will be adjusted. Digital menus will be available along with the alternative of menus that can be easily sanitized. Buffets, if used, will follow new orientations where the service will have the assistance of restaurant staff. There will be a preference for contactless forms of payment and facilities for disinfection of mobile phones and bank cards will be readily available.



SEE WILD

TRAVELS LTD

Swimming Pool & Gym

There will be a minimum distance of 3 metres between umbrellas and 2 metres between sunloungers. Sanitizing material in the form of paper towels and alcohol solution will be available as well as hand sanitizing gel. At the gym, there will be hand sanitizing gel at the entrance and a reservation system will be implemented in order to ensure exclusivity to each guest.

Immediately afterwards, and before the next guest, the gym will be sanitized.

Thank you for your business & do not hesitate to contact us at any time to discuss your trip.

Sincerely
Donna Honey

Director, See Wild Travels Ltd
Email: contact@seewildtravels.com
Phone: +44 7894571049 (WhatsApp)

GABON | SÃO TOMÉ | PRÍNCIPE | TANZANIA | ZAMBIA