



VILLA BY MANTIS

to protect both
our valued guests
and staff

Dear Valued Guest,

We wanted to reach out to you and let you know that upon the re-opening of Siringit Villa, we will be implementing many new procedures and precautions to protect both our valued guests and staff. Please rest assured knowing we are taking all the following steps to ensure the health and safety of your clients, our staff and facility.

OUR PROMISE

1. We will have hand sanitizer and antibacterial soap in our welcome area for both staff and guests to wash their hands immediately upon arrival to the Villa.
2. Upon check in, we will limit paperwork as much as possible. If the client needs to sign something, we will ensure that the pen is thoroughly disinfected.
3. Staff members will not shake hands with guest upon arrival at the Villa or Airstrip.
4. Vehicles, The Villa, Staff accommodation, Storerooms and Kitchen will be thoroughly disinfected before and after all activities.
5. Optional Daily cleaning service in guest rooms; Or the option to have no one enter their room during their stay. If guests should choose to have no one in the room for the duration of their stay, we are still happy to arrange for clean linens and towels to be delivered.
6. All staff member temperatures taken daily and recorded at the beginning of their shift.
 7. All staff members to wear protective masks when guest facing.
 8. All kitchen staff wearing protective masks when preparing and plating food.
 9. All meals will be individually plated, and we will not be serving and buffets.
 10. Antibacterial soap and hand sanitizer readily available in all public areas including in the vehicles.
 11. Social Distancing - To ensure guests are not getting too close to one another, we will make sure tables in the dining area are at least 6 feet apart.

We will also do our best to ensure guests have happy hours, sundowners, etc. in different areas or at different times so we do not have large masses of people gathering.

A maximum of 6 guests per vehicle with an exception for larger families who are travelling together. We will keep all groups in separate vehicles as much as possible.

12. All dishes, crockery and cutlery washed with hot water and sanitized before and after meals, happy hours, room service.
13. Kitchen preparation surfaces disinfected before and after meal preparation and services.
 14. Shoes, clothes, handbag, face mask sprayed on entry.
 15. Touch points to be sanitized every hour – Taps, door handles etc.
 16. All credit card machines to be sanitized before and after use.
 17. Guest to sanitize Credit Card before using.

OUR RECOMMENDATIONS

1. Guests bring their own cloth facemasks to wear in common areas - if they wish. We will provide masks for guests that come without any.
2. Guests wear their masks in the common areas, on village visits, etc.
3. Guests do not shake hands with any staff or locals from the village.
4. Guests only do what they feel comfortable with. If they do not feel safe at any time, please communicate to staff and we are happy to assist.

Keep in mind, as we look to the future, our main priority remains the current wellbeing and safety of our staff, guests, and the world. Please know we are constantly monitoring the evolution of the current pandemic and working as an advocate on your behalf. We plan to do everything in our power to ensure safe Safaris going forward.

Sincerely,
The Siringit Villa Team



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