

Major sanitary measures

A stay at Zanzibar White Sand Luxury is characterized by large intimate spaces, a sustainable and ethical cuisine appealing both to physical and mental health and your wellness as a forefront of our values.

To ensure your safety during your stay in the 'Spice Island' of Zanzibar, we have developed protocols in partnership with Relais & Chateaux as well as the Tanzanian and Zanzibari Health departments, based on the World Health Organization recommendations.



ZANZIBAR
WHITE SAND
LUXURY VILLAS & SPA



Traveling to the resort



SAFE TRAVEL

Tanzanian airports are open and equipped with sanitation and physical distancing amenities. To note:

- Each passenger will be screened for temperature upon arrival. No quarantine is required.
- We recommend to all passengers to purchase their e-visa prior to travel.
- An active personal health insurance is recommended and may be required for entrance to Tanzania.



ASSISTANCE AT THE AIRPORT

Contact us to organize a VIP lounge at arrival with luggage and administrative assistance. This service is also available for your return flight.



PRIVATE TRANSFER

Enjoy the safety of a private car transfer, with Wi-Fi on-board. Our staff is trained, and cars are sanitized before and after each transfer. Contact us to book.



IN ROOM MEALS & SERVICES

We will favour delivering meals and spa treatments right to your room or villa.



COMPLIMENTARY UPGRADE SUBJECT TO AVAILABILITY

To ensure convenience and a maximum of intimacy, all rooms are subject to upgrade to a private villa or room for stays in 2020 – subject to availability on the day of arrival.



HOUSEKEEPING & TURNDOWN UPON REQUEST

We offer several options for housekeeping and turndown:

- Standard: daily housekeeping and turndown services
- Limited: daily housekeeping only, no turndown services
- On demand: housekeeping and turndown services on request only.



PRINTED MATERIALS & ACCESSORY ITEMS REMOVED

Brochures and other paper materials as well as extra linens have been removed from your villa to limit contact but remain available upon request.

In your room



WELLNESS WELCOME PACKAGE

At arrival, each guest will receive a personal sanitation items (including a mask, hand sanitizer and wipes) along welcome local gifts.



DISINFECTION OF VILLAS & ROOMS

Our villas and rooms are disinfected according to a strict protocol, using certified equipment and products. Prior to your arrival and after each departure, the room or villa is subject to ozoning as well as UV lamps sanitation. Sanitization of air conditioning filters in rooms and staff areas.



PRIVACY & SPACE

Each luxury villa is truly a world of its own: with 1500 m2 of private plot, a private pool, a separate living room unit and plenty of space to enjoy including rooftop terrace/balcony, large garden, hammocks, lounge chairs on the deck.

Within the resort



PRIVATE DINING

We offer many options for private dining: in villas the meals can be set up indoors or outdoors. We offer other options throughout the resort: on the beach, at our rooftop Sunset bar, in the garden or by the main pool – complimentary, upon request and subject to availability.



CONSTANT DISINFECTION

Several times a day, we disinfect all frequent contact areas such as door and window handles, switches, payment devices, counters and surfaces...



PHYSICAL DISTANCING

Physical distancing is ensured throughout the resort, including in spacing beach loungers and tables.



MENUS & ACCOMMODATION EQUIPMENT AVAILABLE ONLINE

Our food & beverage offer, the presentation of the Rooms & Villas equipment as well as the health & safety instructions will be digitally accessible on your mobile phone, in order to limit contacts



MEAL PREPARATION

All meals and snacks will be individually plated & prepared, in controlled environments, under strict hygiene standards. No buffet will be served.



HAND SANITIZING GEL AVAILABLE

Hand sanitizer gel is available in all public areas of the resort as well as in the rooms and villas.



REMINDER OF BARRIER GESTURES

The reminder of barrier gestures is posted in all public areas of the Resort to encourage everyone to respect them, for the health of all.



MEDICAL CARE

A physician is available on call 24/7.



CHILDREN PLAYGROUND ON APPOINTMENT

The children playground and games room are available upon request, with sanitation before and after use.



KITE CENTRE PROTOCOLS

At Zanzibar Kite Paradise: we have applied physical distancing protocols, regular hand sanitation according to the International Kiteboarding Organization recommendations.



EXCURSIONS & DAILY ACTIVITIES

All our day excursions are private. We offer excursions that comply with our safety and service standards. Daily complimentary guest activities will be conducted in private groups, upon request and subject to availability.

In our services & activities



SPA TREATMENTS IN ROOM

Spa treatments can be delivered in room at no extra fee. Treatments in the spa area must be reserved in advance to guarantee proper sanitation before and after use.



TREATMENTS AND MESSAGES: SPECIFIC PROTOCOLS

Treatments and massages will be provided in compliance with applicable regulations and following a specific health protocol. Therapists will wear a mask during massages. Therapists will wear a visor and a mask to provide beauty treatments.



CAPACITY OF SAUNAS, HOT TUB

The capacity of the sauna and hot tub at the Spa is limited to 2 people (traveling together), with a minimum distance of one metre between them. The hammam is closed.



FITNESS CENTRE ON APPOINTMENT

The capacity of the fitness room is limited to 2 people and requires an appointment to guarantee sanitation before and after use.



SCREENING

All our staff is trained in barrier gestures and new operating procedures to ensure everyone's safety. Each person (team member, supplier) entering our gates is subject to a screening including hand washing, sanitation and a temperature check.



MASKS & HAND SANITIZING GEL

Our staff has been equipped with masks, to be worn during customer service or when they need to get close to other employees. They are also provided with ethanol or alcohol-based gel in their work areas and in the staff restaurant.



GLOVES

Our staff is equipped with gloves when they have to touch equipment while doing a specific task. They immediately throw them away as soon as the task is completed and wash their hands.



EDUCATION & SUPPORT

We constantly relay all messages from health authorities to our teams and ensure support and education via ongoing trainings and external lecturers (including from the Health administration).



HYGIENE & HEALTH OFFICER

We have appointed one contact person having the competence and authority to act as the coordinator of the measures to be implemented and enforced.

