



## BRACKENHURST

Dear Friends,

We are glad you are visiting our website and hope to see you soon on our beautiful, airy, spacious, and clean campus.

We want you to know that our hotel is dedicated to being a stellar example of hospitality and this includes the safety of our guests, staff, suppliers, and others who visit our campus. Every day we are thinking about how to serve you, our guest, and to give you the peace of mind you need to enjoy your visit as much as possible.

Please know that we adhere to guidelines and protocols set forth by the Ministry of Health, the World Health Organization and Center for Disease Control. In addition, we are utilizing various other newly established standards and protocols used by hotels around the world in addition to our own high standards.

Since the beginning of the pandemic in Kenya in March 2020, we have been doing all we can to make our campus as safe as possible. Here are just a few of the things we are doing:

- Hand sanitizers are placed throughout our hotel for everyone’s use.
- Common areas are clearly marked with posted signage and floor decals (where appropriate) for the purpose of physical distancing.
- The main dining area and café operate seating capacities that allow for physical distancing.
- Meeting spaces are arranged and limited in capacity to allow for physical distancing. Ten of our eleven have windows that are kept open for maximum air flow. Windows and doors are kept open elsewhere to allow for more air flow within meeting and other common areas.
- The frequency of cleaning has been increased in all public areas.
- Guest rooms are cleaned and sanitized when guests check out and before new guests check in. Special attention is given to high touch areas.
- Room keys are sanitized upon return to reception.
- Guest rooms are left unoccupied between stays as an extra safety precaution.
- Employees are tested on a regular basis and must stay home if they do not feel well or exhibit symptoms of Covid-19.
- Temperatures are checked of all persons entering the campus.
- Masks and appropriate PPE will be worn by all employees based upon their roles.
- All employees receive ongoing training on Covid-19 safety and sanitation protocols.

If you would like more detailed information on our Covid-19 protocols, please email us at [bookings@brackenhurst.com](mailto:bookings@brackenhurst.com) and we will send you detailed information regarding our procedures and guidelines.

We remain passionate about bringing people together and look forward to the day when people can freely meet and mingle without hinderance. In the meantime, be assured that we are doing everything we can to make your time at Brackenhurst the best it can be.

Have a wonderful, relaxing and safe stay at our large, airy campus.

Be safe & stay well!