

ONDILI lodges & activities are welcoming you back to NAMIBIA



HOSPITALITY WITH HYGIENE & SAFETY

More than ever, we feel obliged to act for the benefit of our guests and employees. In coordination with the official requirements, we have adapted and refined our existing hygiene standards. The entire team at the ONDILI-lodges is trained on an ongoing basis, also "behind the scenes". We are doing our best to always make sure to make the time in the lodges as carefree and pleasant as possible for guests and staff alike - and that with certainty and with personal responsibility!

Below we explain some processes and measures in the individual lodge areas, which we particularly request you to comply with during your stay.

RESERVATION & ARRIVAL

Basically we ask you to arrive healthy.

In good time before your arrival, we will send you a personal email with information about your stay and ask our guests to provide us with the information for check-in before arrival.

If the circumstances of the corona situation lead to local or personal travel restrictions (such as quarantine or a ban on entry to Namibia), we ask you to contact us in good time.

ARRIVAL - CHECK-IN

Our staff welcomes you outside, not at the reception, to ensure the discretionary and currently necessary distance from other people. We kindly ask you to come to the reception with a maximum of 2 adults per booking for check-in. This way we can take care of you in the best possible way. If we already have the registration data, waiting times can be avoided at check-in.

Guests temperature is taken upon arrival and a medical and travel declaration will be requested. The room keys will be handed over to you freshly disinfected.

HAND SANITIZERS will be placed in all common areas, especially near check-in and in the restaurant. Please make use of it

MOUTH NOSE PROTECTION

Mouth-nose protection is necessary for our guests and for the employees at the reception or in the restaurant. Mouth and nose protection must be worn due to official requirements in Namibia.

If you have forgotten your face mask, we also have masks ready for you at the reception.

RESTAURANT

Tables of different parties in restaurants will be placed with a maximum of possible distance.

Our service team will accompany you to the table on the evening of arrival and introduce you to the rest of the process.

We offer all meals in the usual variety and creativity. A combination of served dishes and newly designed ideas for breakfast, afternoon snack and dinner awaits you. And of course everything in compliance with the safety regulations.

Food and drinks will be served by the staff wearing face masks and disposable gloves wherever possible. Self-service should be reduced to an absolute minimum.

Table placements such as salt shakers and pepper grinders are disinfected after each seating.

Children have their fixed seating at the parents' table.

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YOUR ROOM

Every room will be cleaned and disinfected before guest arrivals.

Daily room cleaning is also adapted to the new standards. Our cleaning team is well trained and prepared and has always used its own cleaning utensils for each room.

Please advise if you should wish a minimized housekeeping during your stay to reduce any interaction.

Of course, the laundry (as before) is deposited, washed and disposed of in accordance with strict hygiene regulations.

You will also find our detailed hotel information in your room.

ACTIVITIES + POOL AREA

The entire activity program is held in compliance to hygiene and safety regulations, with the minimum distance and the maximum number of participants allowed.

Cars and bikes will be sanitised between every use

Swimming pools are open, lounge chairs must be disinfected after each use.

GENERAL HYGIENE STANDARDS

- Check-in has to be contactless
- We have adapted and further refined the standards of our cleaning and disinfection plan to the current situation.
- Accommodation staff has to wear masks.
- Staff will be allocated in fixed teams in order to limit infection chains.
- Additional disinfection stands are distributed throughout the house in sensible places. (e.g. reception & bar, restaurant, spa).
- The cleaning intervals are increased and documented.
- Water tabs, door handles, et al. are disinfected several times a day.
- All cleaning agents contain disinfectants.
- All rooms are disinfected regularly and ventilated frequently.
- All non-essential items are removed from rooms and amenities are available at reception only.

- Alcohol is sold in compliance with actual Liquor License Regulations

CHECK OUT

We kindly ask you to sign the invoices in the restaurant and bar area on the same day and to check accordingly to avoid waiting times at the reception. Please clarify split invoices in advance.