Travel in a time of Covid 19
June, 2020
This document aims to highlight some of the protocols and procedures that we have introduced at The Latitude Hotels to counter the effects of the current pandemic, Covid-19. These are not only in line with the official guidelines laid down in each of the countries we operate but also take into account international best practice; they are not fixed, and as advice and requirements change, so will our protocols.
BEFORE YOU ARRIVE

We would advise all Guests, where possible, to process an on-line application for any visas required before you travel. This will not only ease your entry into the country, but also limit contact with touchpoints in the airport on arrival. All Guests should expect arrival checks by Health Authorities, which will include a minimum of temperature readings. As the situation is ever-changing, you are welcome to contact our Front Office Teams for the most up to date protocols being applied by the Authorities at the point of entry, before you travel.

We have also introduced a pre-check-in process for all guests that can be carried out electronically before you arrive.

TRANSFERS

Our Transfer Teams have all received training on our new procedures to ensure that your trip from the airport to the hotel is as safe as possible. All Guests will be asked to sanitise their hands before getting into the vehicle, and our Teams will do the same after handling your luggage. Drivers will wear facemasks, and these will also be available in the vehicle for Guests. Our vehicles are sanitised after each transfer, and only those Guests who have booked a shared transfer will be allowed in the vehicle; all others will be transferred independently of each other.
Your arrival at The Latitude Hotels will be slightly different to the welcome that you may have experienced previously; we will be observing physical distancing protocols, which will preclude contact such as handshakes. You will however know that you are back at Latitude from the friendly smiling eyes and whole-hearted welcome as you complete our quick new check-in formalities; if you have checked-in prior to your arrival, we will just need to visually confirm your chosen identity document before you are swiftly shown to your room. Your luggage will be sanitised as it is brought into the hotel, and you will have your temperature taken as additional precautions.

Your room key will be sanitised as you collect it, and a member of our Team will accompany you with your luggage to the door of your room; they will only enter your room should you ask for additional assistance with something, such as your luggage. An electronic Room Guide giving you details of the features and amenities in your room will have been sent to you electronically as part of the check-in process, and our Team are on hand 24/7 to ensure that you have all the creature comforts you might need for the duration of your stay.

Our check-out process has also been streamlined, and bills / invoices will be sent electronically unless you request otherwise. Cashless options for payments are preferred and can be discussed with the Front Office Team.
All of our rooms are cleaned and sanitised to a very high standard between guests and are now also being sealed for your peace of mind. Each specific room has a comprehensive list of high-touchpoint hotspots which are given extra attention when it comes to the practice of sanitisation, and Guests will be the first people to enter the room after this extensive process is complete.

YOUR ROOM

We are conscious that Guests may have different preferences when it comes to the frequency of room cleaning and laundry collection during their stay and our Front Office Team are on hand to discuss a service that is bespoke to you. For example, you may wish to have fresh towels delivered to you personally, rather than have a Housekeeper leave them for you in the room. Our Housekeeping Team wear PPE during the delivery of all cleaning related services, including the handling of guest items such as laundry.

We have moved away from single use amenities in our bathrooms in favour of refillable glass bottles for environmental reasons; these glass bottles are fully sanitised before you occupy your room, and again during each housekeeping visit. We have also made hand sanitiser available in your room for the duration of your stay.
All public areas of the hotel have a dedicated housekeeping crew to attend to the enhanced cleaning and sanitising protocols that we have implemented. This process includes daily sanitisation of low risk touchpoints, and sanitisation of seating, tables, bar counters and other high-risk touchpoints after each Guest use, and at regular intervals throughout the day.

We are fortunate at The Latitude Hotels to have an abundance of spaces for you to use to relax on your own or to meet with friends and colleagues. All of these areas are set up to ensure that physical distancing measures are conveniently already in place for you. Our Team are also on hand to adjust the space to accommodate the number of people in your group, or to show you to a suitable area.

Hand-sanitising stations are located throughout the property, and we ask that Guests make use of these when moving from one area to another.
The Chefs & Kitchen Teams at Latitude take pride in working to international hygiene standards and have further enhanced their food preparation processes to include additional sanitisation practices and food safety checks. All members of the Kitchen Team have Food Handlers certification in accordance with local authority regulations.

Our restaurant seating plans have been adapted to ensure that tables and chairs are safely distanced from each other at all times, and hand sanitisation stations are available to Guests at the entrances. For your peace of mind, your chosen table will sanitised while you wait, and laid once you are seated. Our menus are available to all Guests on their mobile devices via QR code; alternatively our Team will be happy to give you a sanitised menu to peruse.

We request that bookings for parties larger than four Guests are made in advance in order that we are able to allocate a suitable space within the restaurant without having to inconvenience you.

Private dining for groups in one of the variety of spaces available in the hotel can be arranged on request, and we ask that you discuss your individual requirements with our Front Office or the F&B Manager.

Our continental breakfast service has been amended and now offers options in convenient single serve sizes, while our hot breakfast remains the same and is Made-To-Order at your request. Again, these menus are available to guests on their mobile devices.
Our modern and forward-thinking business environment has a multitude of spaces which Guests and Members are able to make use of, including meeting and conferencing rooms. Guests who would like to use The Works are able to book a particular space or room directly at The Works reception; this will allow our Team to allocate a specific space to a Guest for the duration it is needed.

Our hot-desking has been adapted to allow Guests the space necessary to follow physical distancing measures. Call booths will remain locked when not in use to allow our Teams to sanitise them after each Guest; please let a member of the Team know if you wish to use one and they will be happy to open it for you.

Our meeting rooms have been adapted to take into account physical distancing protocols, and only contain the respective number of seats for that space. Conference rooms will be set up to suit Guest or Member requirements, in accordance with the same physical distancing protocols.

All public areas and meeting spaces within The Works are cleaned and sanitised between Guests, as well as at regular intervals throughout the day. Private workspaces will be cleaned and sanitised during the evening so as to limit inconvenience to the users, and will then be re-locked. Those Guests and Members who have use of private workspaces are encouraged to maintain a clean desk policy to assist with this cleaning protocol.

We request that Guests make use of the hand sanitisation stations on entry to The Works even if you are just walking through it to access another area of the Hotel.
THE GYM

All of the equipment and facilities in The Gym are cleaned and sanitised at regular intervals throughout the day by our Team. We ask that all Guests and Members make use of the hand sanitising station at the entrance and disinfection stations in the workout area to wipe down equipment before and after use for extra peace of mind.

Group classes have been suspended and saunas (where available) will remain closed, until further notice.

We ask that Guests and Members observe physical distancing measures while they are using the facilities.

The water stations in our Gym facilities all provide Latitude purified drinking water in reusable glass bottles, along with glasses for Guest and Member use. These are regularly replenished, and all glassware is washed and sanitised before being re-used. Likewise, we take the cleaning of our towels very seriously, and these are available on request from front desk at The Gym.

THE SPA

As in all other areas that you will experience during your visit to The Latitude Hotels, our Spa also observes very high levels of hygiene standard. We have examined all of the individual processes that make up each treatment and our therapists have received specialised training on how to safely carry out the treatments you have requested. Your treatment will include additional measures we have implemented to ensure your comfort and peace of mind. Because of the additional precautions we are taking certain treatments may not be available for the time being.

All therapists will sanitise themselves, and wear the PPE prescribed for each individual treatment; this will include face masks and disposable aprons. Guests are also requested to wear a face mask.

Our Team takes extra care to ensure that The Spa is cleaned and sanitised at regular intervals throughout the day. In addition to this all equipment is deep-cleaned and sanitised between Guests, and again as you arrive for your treatment. Physical distancing will be practiced at all times during your visit.
Our swimming pools will be open for Guest use between 0600hrs and 1800hrs. Our twice daily maintenance process includes testing the water to ensure that optimum levels of the necessary chemicals are present and maintained. The areas around the swimming pools are cleaned with an outdoor sanitisation chemical twice daily, and the furniture is cleaned between Guests. Entry to the swimming pools is at the discretion of the Guest, though we may limit the number of people using the pool during busy times to ensure that physical distancing measures can be followed.
We look forward to welcoming you to The Latitude Hotels soon and sharing with you our uniquely African hospitality. If you have any specific requirements that you would like to discuss with us, please don’t hesitate to contact the individual hotel directly on the contact details below.

**SEE YOU SOON**

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