

Gear Up! It's time to reconnect.

Naivasha, 15th July, 2020

Over the last few months, we have all witnessed the impact of Covid-19 on our lives and livelihoods. A lot has changed about the way we live, clean, dress and travel and life as we know it will have to adopt to the “new normal.”

Here at Enashipai, we have been closely monitoring the trends and reviewing the guidelines issued by the Government of Kenya and various public health authorities. As we gear up to re-open, you can rest assured that your health and safety remains our priority and all our staff are working together to deliver the warm hospitable stay you have become accustomed to.

Re-opening Soon

We have missed you and the buzz your presence brings to the hotel. When you next visit us, you will notice that we have heightened our sanitization measures to give you the peace of mind to create memorable moments with us.

Some of the changes we have made include;

Public areas:

- Temperature checks at entry points
- Requirement to wear your face mask at all times
- Provision of hand sanitizers
- Increased cleaning frequency with high touch surfaces sanitized regularly
- Hygienically operated hand washing stations
- Social distancing measures to guide your interaction with others
- Visible signage with educative information about COVID-19

Reception and meals:

- Adoption of digital processes where possible
- Reduced capacity in restaurant to adhere to social distancing requirements
- Personalized meal ordering and service with the exit of self-service buffets
- Contactless room service delivery to minimize contact with staff

Guest rooms:

- Regular and thorough cleaning of rooms with recommended disinfectant
- Provision of a hygiene kit
- Removal of scatter cushions and printed marketing collateral
- Opt-in turn down services and limited in-stay housekeeping frequency to minimize movement in and out of your room (kindly note that we can increase or decrease the frequency to suit your needs)
- A 24-hour fallow period between guests to allow for disinfection of furniture and mattresses as well as fresh air circulation

Medical care:

- A dedicated nurse on the hotel premises and a doctor on call 24/7 to respond swiftly to anyone who may feel ill
- An isolation room at the wellness clinic to quarantine any guests who might project COVID-19 symptoms

Staff members:

- Extensive Covid-19 training to enable us keep you safe and reduce the spread of the virus
- Continuous COVID-19 testing as they return to work
- Daily temperature checks at the staff gates
- Social distancing protocols in each department

Meetings and Events at Enashipai

While we recognize that the current situation has accelerated the adoption of technology for meetings and events, we are cognizant of the fact that technology can never replace the benefits of face to face meetings. In this regard, we will be re-opening Entumo Conference Centre and our event spaces to individuals or corporate groups who require versatile meeting rooms with state of the art facilities backed by the professional support of our banqueting and technology teams. Additionally, we will adopt the following:

- Enhanced WI-FI to allow you to seamlessly connect to the world
- Social distancing measures adopted in the meeting rooms
- Personalized snacks and canapés during your meeting
- Individual conference stationery and mints

We are also delighted to announce two new ways for you to work and stay at Enashipai

1. Private Office@Enashipai

If there is one thing this season has taught us, it is that flexible working is here with us and is here to stay. Gone are the days when working in your office was the only option. As we adopt our services to fit our guests' lifestyles we are happy to introduce to you our **"Private Office @Enashipai"** – a personalised premium workspace that allows you to escape and enjoy the perks of a private office plus the luxury of hotel catering and a reliable technology team. Our fountain executive rooms are fully equipped to unleash the productivity in you. Carry your laptop and plug in to experience a new way of working.

2. Home@Enashipai

This new service offering will allow you and your family to escape and enjoy the comfort of living in a luxury hotel while still experiencing the little things you like about being home. Our fully kitted out kitchens will enable you to bring out the chef in you without worrying about sticking to a timed meal schedule. Breakfast in bed or a midnight snack – whatever you and family fancy – make it happen at Enashipai. But, not to worry, if you still fancy our chef curated meals, room service will still be available for you

3. Extended Stay@Enashipai

Once you have experienced our **Home@Enashipai** service offering you will want to stay a little longer. Don't worry, we have thought about you too. Our extended stay service offering will bring to you all the joys of **Home@Enashipai** with the extra perks required for a longer stay such as preferential pricing, free laundry and housekeeping services. From one month to one year, nothing is too short or too long for you to plug in and create a second (or third) home right here in Naivasha.

Supporting our Community during COVID-19 pandemic

In August 2018, we officially kicked off our scholarship fund in partnership with MOJA TU, a non-profit organization founded by US partners to support bright students from disadvantaged backgrounds in Kenya access education. Since then, 16 bright students from our neighbor school, Mirera Primary, have been able to access secondary education in various boarding schools across the country.

In March this year, when schools closed abruptly following the spread of COVID-19, parents faced great challenges providing for their families and purchasing educational materials. In partnership with MOJA-TU, we purchased and delivered care packages for the 16 families in Naivasha. The packages included soap, hand sanitizer, basic food items for 60 days plus educational materials to enable students carry on with their studies in the wake of extended school shutdown.

We are humbled to contribute in our small way to the nation's fight against Covid-19 and are committed to continue supporting these families with regular donations of the packages and providing education on the sanitization measures.

Bookings and Reservations

While a lot of progress has been made in containing the virus globally, we recognize that travel patterns may be affected as governments continue to review their protocols. In this regard, we have revised our cancellation policy to provide you with the most flexibility we can offer during these uncertain times.

- For guests with existing reservations or new bookings up to December 20th 2020, we will allow changes or cancellation without a charge up to seven days prior to arrival.
- Kindly note that this policy is only applicable to guests who have made a direct booking with us.

On behalf of all of us here at Enashipai Resort and Spa, thank you for your continued support. We look forward to welcoming you back. Karibuni!

More information/bookings

You can reach us via the following channels:

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Sincerely,



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