

# CORONAVIRUS (COVID-19) STATEMENT

Naivasha, March 17th, 2020

## Prioritized health and safety for our guests and staff

Since we opened our doors in April 2011, we have been committed to providing quality service to our guests. This has been made possible by our 300+ staff who are passionate and driven towards ensuring our guests have a peaceful and memorable stay.

While nothing has changed our commitment to you, we find ourselves in uncharted territory following the World Health Organization (WHO) declaration of Coronavirus as a pandemic.

We assure you that Enashipai Resort & Spa is committed to supporting and following the medical experts' advice through the Government of Kenya. We are continuously monitoring the external situation, specifically Naivasha, and will continue to work within the guidelines set by the Ministry of Health and WHO.

## Open for business

Our facilities remain open except the night club, buffet restaurants as well as our steam and sauna rooms.

## Heightened sanitization measures

We have put in place several measures to prevent the spread of the disease while staying alert to identifying and isolating any suspected cases.

We are holding regular briefings with our staff regarding these increased sanitization measures.

During your visit to the hotel, you can expect the following:

- Provision of hand sanitizers across the hotel beginning with your point of entry at the gate
- Increased sanitization frequency within the hotel especially public area surfaces
- Increased sanitization and daily changeover of all linen
- Increased food safety measures in line with global food safety policies
- In-house nursing care and random temperature checks by our resident nurse
- An isolation room for any suspected cases as we seek external medical care

## Bookings and reservations

We remain open for business even as we observe the public gathering directive. We do however recognize that travel may not be a priority at the moment and encourage you to postpone rather than cancel your bookings. To enable this, we have revised our cancellation policy to provide you with the most flexibility we can offer during these uncertain times.

## Our revised cancellation policy

- For new and existing reservations, we will allow changes or cancellation without a charge up to seven days prior to your arrival
- This policy only applies to bookings made directly with us
- Guests who had made bookings through our travel partners are encouraged to contact them for information on their cancellation policies
- Kindly note that this revised policy is only applicable for changes made on or before 18th April 2020

We continue to monitor the situation and will regularly update you on any developments through our website [www.enashipai.com](http://www.enashipai.com)

## More information/bookings

You can reach us via the following channels:

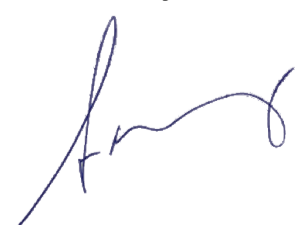
**Tel:** +254 51 2130000 or +254 719 051000

**Email:** [sales@enashipai.com](mailto:sales@enashipai.com)

**f** enashipai resort & spa   **t** @enashipai   **i** enashipairesort

On behalf of all of us at Enashipai Resort and Spa we hope that you and your loved ones continue to stay safe and healthy.

Sincerely,



James Mwangi  
**DIRECTOR**