



# COVID-19 Update: A Message to our Guests.

Warm greetings from Cold Springs Hotel ,

As our properties reopen and the world begins to travel again, I would like to introduce you to some of the measures we are taking to safeguard your health, safety and wellbeing at our hotels.

As we welcome back more and more guests, I am also pleased to share that we continue to offer extra flexibility on all new reservations so you can book with confidence.

## **Travel with Peace of Mind**

We are committed to safeguarding guests' safety, health and wellbeing through our preventive measures, and our health and safety initiative. Key measures include:

### **Arrival & Departure**

Guests have the option to check in online prior to arrival. Everyone arriving at our properties has their temperature checked, and all luggage is sanitised before it enters the property.



## **Transport**

Hotel vehicles used for airport transfers and/or excursions are fully sanitised after every journey. Our drivers follow the strictest hygiene standards and hand sanitiser is available in every vehicle.

## **Team Members**

All team members have received enhanced COVID-19-related health and safety training, including correct procedures for wearing masks and personal protective equipment and physical distancing awareness.

## **Public Areas**

We have significantly increased cleaning schedules in all public areas with particular focus on high-touch areas such as door handles and lift buttons. We strictly adhere to physical distancing best practices.

## **Book with Confidence**

If you need to make or adjust a reservation, please call our team on [+254 770 333/ 444 000](tel:+254770333444000) or email [reservations@homabay.cold-springshotels.com](mailto:reservations@homabay.cold-springshotels.com) and we will be delighted to assist you.



## **Welcome Back**

As we envision and hope for a brighter, freer future, Cold Springs Hotels looks forward to welcoming you back with our traditional hospitality and personalised service - connecting you to unique cultural experiences and celebrating the freedom to explore with confidence.

Wishing you a safe and healthy stay,

Joseph Ndong

**Managing Director**

**Cold Springs Hotel- Homa Bay**