Emerson Zanzibar is ready to welcome you in Stone Town

Emerson Spice and Emerson on Hurumzi are open for service for stays in our hotel rooms and visits to our restaurants. Guests are welcome for short stays, as well as extended stays in our hotel rooms, as well as in our serviced apartments. We are ready to host guests with safety protocols in place to ensure a comfortable and safe stay.

We have witnessed that the travel advisories have been changing quite suddenly for different travel destinations. At Emerson Zanzibar we have been following the developments internationally and here locally in Stone Town, Zanzibar. We are happy to advise our guests during their stay on travel advice, assist with arrangements with any new requirements for travel and as always make our guests feel comfortable while experiencing all that Stone Town and Zanzibar have to offer.

Located centrally in Stone Town, the rooms in Emerson on Hurumzi and Emerson Spice are large and airy with natural ventilation. The restaurants are outdoors, with a roof covering the Tea Houses on the rooftops of the both hotels, allowing for good ventilation and a fresh breeze to cool down after a walk in Stone Town.

Travelling to and from Zanzibar

From different locations around the world it is now possible to fly to Zanzibar. The Tanzanian airspace is open with enhanced health checks upon arrival at the airport. Please check your government travel advisory closer to your intended travel date in case of any additional requirements. Flights directly to Zanzibar have resumed with the following airlines: Qatar Airways, Ethiopian Airlines, Fly Dubai and Turkish Airlines. Domestic flights within Tanzania are also available.

- Tanzania has been endorsed by the World Tourism Travel Council (WTTC) as "safe travel" destination.
- International travellers do not have to quarantine upon arrival in Tanzania.
- Travellers will be checked at the airport for COVID-19 symptoms by measuring their temperature and are requested to complete a health statement.
- All travelers whose countries or airlines require them to get tested for COVID 19 and turn negative, as a condition for traveling, will be required to present a certificate upon arrival.
- International airlines will already be screening passengers prior to boarding the long-haul flight to Tanzania. Please refer to your airline or relevant embassy regarding requirements for transit countries.
- In case of no symptoms of COVID-19, the traveler can proceed to the hotel without any limitations and without any need for quarantine.
- In case of showing symptoms of COVID-19, the government health officers will proceed with the corona test in their special facility.
- The hotel can assist with making arrangements for the COVID-19 testing for the guests who require this on their departure from Zanzibar. The testing should be done 3 days prior to departure.
- All travellers are required to have **valid travel insurance for the whole period of** their stay ‘
- To facilitate the arrival procedures at the airport, travellers are encouraged to apply for online e-visas prior to arrival.

- You can make arrangements for an airport transfer when making the reservation for hotel rooms. The drivers we work with have been trained and have adopted the Standard Operating Procedures for the tourism industry as outlined by the Government.

Your stay with Emerson Zanzibar

The health and safety of our guests and hotel staff is our priority. We have developed protocols to provide you with a safe stay in our hotels. These are in line with the Standard Operating Protocols for COVID-19 in the tourism industry for Zanzibar. These protocols have been developed with the different stakeholders in the tourism industry, in collaboration with the Zanzibar Ministry of Health, and are based on the World Health Organization recommendations. '

Practically this means that in our hotels:

- Safe social distancing is encouraged between staff and guests and among our staff members.
- Additional handwashing stations with water and soap are in place for staff and guests to use.
- Hand sanitizers are available in the rooms and the public spaces in the hotel.
- All facilities in the hotels and restaurants will be cleaned and sanitized before and after use.
- The restaurant capacity has been reduced to allow social distancing.
- Private dining options are available in your hotel room, as well as in our restaurants. you are welcome to get in touch to make a reservation for this.
- Our reception staff can assist to contact a medical doctor upon request, as well as assisting with arrangements for testing for COVID-19.

For our guests to have a safe stay in Zanzibar, we recommend:

- Keeping social distance
- Wash your hands regularly with water and soap, or use a hand sanitizer
- Wear a mask in crowded spaces where it is not possible to keep social distance
- Guest amenities added in the rooms include:
    - Hand sanitizer made by Mwani Zanzibar - https://mwanizanzibar.com
    - Locally made cotton facemasks made by Masks for Life Zanzibar – https://web.facebook.com/MasksForLifeZanzibar
    - When selecting these new guest amenities, we choose products made following WHO guidelines, which are produced locally in Zanzibar.

Creating awareness is an ongoing effort in our hotels:

- Staff training has been done on infection control and COVID-19 awareness by a health care professional of Wajamama Zanzibar - https://www.wajamama.com/our-stories
- Staff training on the use of reusable facemasks has been done by Masks for Life Zanzibar. All staff members have been provided with reusable facemasks.
- Housekeeping and laundry protocols are adjusted to include hygiene measures to avoid spread of COVID-19.
- In our restaurants, our service protocols have been adjusted to include hygiene measures, while maintaining our personalized service standards.
- Staff members are trained to be aware of the symptoms of COVID-19. Should any have symptoms, they understand that, among the recommended actions, they are to stay home

and inform their manager and enquire with a healthcare professional on further advised steps.

Bookings and changes in travel plans

Contact our reservations directly on e-mail with your questions regarding reservations We are happy to assist you with your queries to plan your stay with us in Stone Town efficiently.
In case you need to change your travel plans, we are happy to assist with making arrangements to book on new travel dates.

We continue to monitor the situation worldwide with regards to the possibilities for travel. We look forward to welcoming you in Stone Town.

COVID-19 testing in Zanzibar

If your airline or destination country requires a Covid test on leaving Zanzibar, here is the latest information on the Government test facility.

- Three days before you are due to fly, you need to take a COVID 19 test.
- Our hotel reception can assist with making the arrangements for the testing and payment of the test to allow this to be a smoother procedure.

  Where to go:
- The Government testing centre is at LUMUMBA SECONDARY SCHOOL. The testing centre is called the Zanzibar Public Health Emergency Operating Centre (ZPHEOC) which is located at Kinazini and it is in the same building, alongside KICHOCHO building, within Lumumba Secondary School compound. The school is clearly marked on google maps [SHOW MAP WITH PIN]

  Open 08h00 to 15h30, Monday to Friday
  Open 08h00 to 14h00 on Saturday
  Closed on Sunday

- Payment of the test has to be done prior to the testing into any branch of the Peoples' Bank of Zanzibar.
- Cost of the test is $80 for foreign tourists, 45,000 TZS for expat residents or EAC citizens, or 30,000 TZS for Tanzanian citizens.
- Bank details for payment:
  - Account name: Wizara ya Afya Zanzibar
  - Account number for USD is 0708288000
  - Account number for TZS is 0707968000
- Please note the opening hours of banks; they are closed Saturday pm and Sunday.
- The samples will be taken as per international regulations.
- Please bring your Passport, ID or Resident permit.
- The results of the test will be issued within 72 hours.

Emerson Zanzibar & the community
During this period our hotels are working in close partnership with the community, supporting each other where needed and sharing our experience where possible.

- Staff and management of Emerson Zanzibar have supported the charity Masks for Life Zanzibar with distributing face masks and providing training on how to use them in the community; from schools, to the elderly homes, and from recovery houses for people recovering from drug addiction to the voluntary community security groups.
- Emerson Zanzibar continues to support the art and music sector in Zanzibar, by organising regular art exhibitions and music performances in the Secret Garden. With the open air setting, allowing social distancing between tables, the music performances take place giving the musicians a stage again in Zanzibar.

Latest update on 18 September 2020, Zanzibar