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## What can I expect when traveling to Zanzibar & Ocean Paradise Resort & Spa during the global COVID19 situation?

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*The data given in this document are only for informational purposes based on published guidelines at the time of drafting this document and may change at any time or might be different from other sources. Therefore, we highly recommend you to view all resources available at your disposal to prepare yourself for traveling. These are guidelines only; please also consult your booking consultant, travel agent or tour operator for additional information..*

Tanzania is safe and ready to receive tourist from all over the world after being endorsed by the World Travel and Tourism Council to use a Safe Travel Stamp.

<https://wtcc.org/COVID-19/Safe-Travels-Global-Protocols-Stamp>



### PRE-DEPARTURE

Check with your **booking consultant** or **travel agent** on the following:

- Which **documents** you will require during your travel to Zanzibar;
- **Visa** – Most nationalities can get visa on arrival. However it is advisable to apply for your visa online to avoid the VISA payment que so that you can move directly to the Customs Counter avoiding the cashier que. You can apply here → <https://eservices.immigration.go.tz/visa/>



To check if you will need a VISA see →

<http://www.immigration.go.tz/index.php/visa-and-pass-information>

- **Travel & Medical Insurance** - Ensure that you have taken out a comprehensive travel & medical insurance that will cover your trip and will ensure that any medical expenses will be covered in case of illness during your trip. Due to the global COVID standard procedures and protocols in place you may be asked to present these documents on arrival;
- **Vaccinations** to be taken (if any, depending on your departure country and any stop over countries for more than 48-hours).



See also <https://wwwnc.cdc.gov/travel/destinations/traveler/none/tanzania>

Alternative sources you can also contact for more details:

- Your travel agent who will be booking your flight ticket
- Travel Clinic in your area
- Tanzanian Embassy or Consulate in your Country or Region (see - <https://www.embassy-worldwide.com/>)



○ **Negative COVID Certificate and entry requirements -**

Please view the latest and new entry regulations here -

<https://oceanparadisezanzibar.com/home/covid-19-info/>

○ **Remember to also pack –**

- 2-4 **facemasks** depending on how long you will stay in Zanzibar and whether you are using material or disposable masks.

You will be obliged to wear a face mask during your flight, arriving into Zanzibar airport terminal, during airport transfers and on arrival at the hotel during check-in procedures (especially when traveling in groups), in public areas when going outside the resort for excursions or visiting Stone Town and last but not least during check-out time when there are many departing guests in the reception lobby awaiting their transfers & maintaining social distancing is not possible. Always have your mask ready to put it on when requested to do so in public areas outside the resort, however, you will not be required to wear a mask within the resort.



- Small **hand sanitizer** that you can carry with you during your travel or going on excursions where water & soap or hand sanitizers are not available. Although most places will have this already in place.



- **Mosquito repellent** – Whilst we all are concerned with COVID19 we should also not forget about mosquitos. Although malaria in Zanzibar is low risk it is recommended to apply precautionary measures like applying mosquito repellent.

**Malaria tablets:** It's highly recommended to consult a medical professional before taking any malaria tablets as some tablets do have side-effects on some people that could show after a number of days, especially when your body is also struggling to adapt to the environmental changes like the tropical weather, humidity and heat in Zanzibar. These side effects might seem like food poisoning however in a majority of times the symptoms are due to the malaria tablets including nausea, vomiting, abdominal pain, upset stomach, headache, diarrhea, weakness, loss of appetite etc.



- **Sun cream and after sun treatment** – we all love to get a sun tan, however the sun in Africa is not to play around with when it comes to sun burns and dehydration. It's highly recommended to always wear sun cream of at least a 50 factor and reapply on a regular basis to avoid getting sunburn. Spend too much time in the sun? Be prepared and remember some after sun cream treatment.



- **Small flash light** – very helpful if you struggle to see at night time although pathways are well lit.



- **Sun hat/cap** – very helpful in the blistering tropical sun.



- **Sunglasses** – the beach sand in Zanzibar are mostly fine and white which could be harmful for the eyes during the day due to the sun ray reflection on the white sand. Therefore, it is highly recommended to use good quality UV sunglasses to provide some protection for your eyes.



- **Suitable clothing**

**For visiting public places** – As with any country we visit there are some traditions, cultures and customs that need to be observed and respected. Zanzibar is predominantly Muslim. Therefore it’s strongly recommended to respect the Muslim culture when visiting any villages or Stone Town.

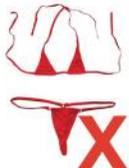


**Men** should wear trousers at least up to knee length with a proper shirt or T-shirt. Tank tops are sometimes frowned upon and walking around without a shirt in these areas is very disrespectful.

**Woman** – Should wear summer dress or trousers covering your knees. Your top should cover your shoulders and always avoid exposing your chest or deep cleavage. Therefore it’s advisable that the top’s breast area should not be a low-cut type. Try to avoid “spaghetti” string tops. However should you be wearing such a top revealing your shoulders you can use a “kanga” which is a loosely type local piece of material that you can fold and cover your shoulders as a scarf or also use as a sarong alternatively.

**For the beaches and swimming pools** - Along the beaches, swimming pool and within the resort wearing bathing suits, board shorts and bikinis are generally accepted but definitely not thongs and definitely women should not go topless at any time. Swimming with casual clothes will not be allowed in the resort swimming pool. Therefore should you be swimming with a shirt it must be made of the same material as that of wet suits, swimming suits or diving, for example a burkini which is made of a mixture of nylon, spandex and lycra..

SWIM ATTIRE POLICY

ACCEPTABLE			NOT PERMITTED		
 Bathing Suits	 Board Shorts Swim Trunks	 Water Shirts	 G-String Bikinis Thongs	 Cotton T-Shirts	 Basketball Shorts
 Swim Diapers	 Modesty Swimwear (APPROVED FABRICS ONLY)	 Standard Bikini	 Workout Attire Spandex Shorts Sports Bras Yoga Pants	 Jean Cut-offs Denim Skirts	 Boxers Underwear Lingerie

- **Zanzibar Code of Conduct for all visitors**

[View a short video clip](#) that will explain more on how to dress and behave in public places when visiting Zanzibar especially clothing.

**For dining in any of the resort restaurants** – Barefoot will not be allowed in any of the resort’s restaurants for hygiene and safety reasons. This is applicable to both adults and children. During breakfast and dinner semi-smart casual clothing will be required for example **ladies** will not be allowed with bikinis. It will be required to cover yourself properly. Again a traditional “kanga” as mentioned earlier that you can buy anywhere in Zanzibar is the perfect accessory to assist with covering. Our female staff members will show you with pleasure the various ways you can use the kanga to fold around your body. Ladies please also avoid see through clothing, for example made of chiffon or sheer fabric. Should you wear such a top please wear a proper shirt underneath to cover yourself. For **men** topless or tank top/bodybuilding/fitness/gym style shirts will not be allowed. Men to wear proper shirt or t-shirt covering your chest and shoulders with minimum knee length trousers or board short or short cargo style trousers.



**Water/wet shoes** – Its advisable to pack some water/wet shoes for going on walks to the reef during low tide or also for swimming in the ocean. Due to the coral reef around the areas of the island there are a lot of sharp coral pieces broken off in the ocean swimming areas. The water shoes will provide some protection.



## ARRIVAL IN ZANZIBAR

- You will be requested to complete a detailed medical declaration form to confirm your health status. This form will be made available either before landing by the airline or will be available in the arrival terminal. This form is required to be submitted to the public health officials.
- A mandatory thermal check/temperature check will be done with all passengers by the public health officials. Any passenger with a temperature above 37.5°C will undergo further screening accordingly.
- You may also be asked during this time to wash or sanitize your hands.
- You will be required to show your Covid-19 documents as described earlier.
- You will then proceed to the customs for visa and entry processing.
- After customs you will note the luggage carousel on your left side where you will fetch your luggage. For some reason they sometimes split the luggage from the same flight between the two carousels. Therefore you will have to observe both for your luggage.
- Once you have your luggage you will put it again through a scanner.
- Then you will continue to exit the airport terminal where you will meet your driver outside just before the parking area as arranged per your itinerary.
- Your driver may ask you to also sanitize your hands before entering the vehicle and wearing a mask during the transfer. Therefore keep your mask ready in your hand luggage. Sometimes if it’s only you and your travel companion, then they might not require you to wear the mask and then only the driver will wear a mask.



- Avoid at all times to greet anyone by hand or hugging. Instead keep a safe distance between you and the other person whenever possible practicing the social distancing protocols. Rather tap your hand on your chest, greet the person elbow to elbow, wave or tapping each other's feet should you really wish to acknowledge some kind of greeting gesture.



## UPON ARRIVAL AT HOTEL

- **On arrival at the resort** your transfer vehicle may be asked to wait a little bit in the drive-in area to allow previous guests to disembark safely into the reception lobby to follow social distancing protocols.
- When signaled your vehicle will be allowed to come forward to allow you to **disembark safely** into the reception area.
- Our friendly front office staff members will be **ready to welcome you**. Although we surely wish to welcome you with our big warm hearted smiles our smiles will unfortunately temporarily be hidden behind a face mask as required by Zanzibar Tourism and International COVID protocols.
- Our front office **team will arrange for your luggage** to be taken out of the vehicle while one of our friendly receptionist will give you a sanitized cool face towel to refresh after the long drive. Hereafter you will be asked to sanitize your hands again.
- Your **temperature measurement** will also be taken during this time and recorded for future reference and health authority's inspection.
- Our team will then advise you further where to go to **complete the check-in procedures** while you take in the wonderful views over our luscious green gardens and enticing azure blue Indian Ocean that is awaiting you.
- **Our team** will **explain some services and facilities** to you to make sure you do not feel lost. After all we like to welcome you as part of our OPR family at your home for the next few days.
- After check-in formalities one of **our porters will accompany you to your room** and show you around the room facilities which has been cleaned thoroughly and disinfected before your arrival.
- **In you room** you will also find some **hand sanitizer** with compliments among the room amenities and facilities.



## DURING YOUR STAY

- As stipulated in the Zanzibar Covid regulations while in the country, all international travelers should adhere to Infection Prevention and Control measures such as hand hygiene, mask wearing, and physical distancing as deemed appropriate.
- At Ocean Paradise we are fortunate to have **big open air spaces** within the resort which makes it **easy for social distancing** while enjoying the **fresh tropical environment**. Therefore you will **not be required to wear a mask** while moving around inside the resort. However should it be your personal preference to wear a mask you are most welcome to do so.
- While moving through the resort during your stay it might feel like a sci-fi movie while our **staff members** will still have to **wear face masks** as per the COVID protocols although they would love to show their big warm and friendly smiles please accept our apologies however, they will show you their Eye-Smiles instead.
- Throughout the resort in our outlets you will see small white hand sanitizer containers either fixed against the wall or one of the wooden poles at the entrances which contains **hand sanitizer** so that you can sanitize your hands on a regular basis as per the international COVID protocols and guidelines.
- In our **restaurant outlets** you will note the tables are spaced out from each other to maintain social distancing measures.
- Although we already follow strict HACCP procedures in the **preparation and serving of food** we have put additional measures in place. During our **breakfast** and **dinner** buffets self-service will be limited. Our appointed kitchen and restaurant staff members wearing masks and gloves will assist you to dish up the items you choose from our wide variety buffet to minimize the touching of utensils between persons.
- Our **lunch service** and **private dinner beach restaurant** is a la carte. Therefore your meals in this case will be served directly at your table taken into consideration all health and hygiene protocols.
- Alongside the pool and beach areas you will note that **beach & pool loungers** will be spaced out from each other in pairs to follow the social distancing protocols. However families are welcome to move the loungers closer to each other.
- **Pool and beach** towels are provided free of charge from our pool towel counter located next to the pool area. There will be 1 x towel per person. Due to hygienic reasons when it comes to beach and pool towels it is requested to return used towels to the towel counter at the end of the day for washing and sanitizing so that we can provide you again with fresh towels the next day.
- Your room will be cleaned once a day unless you have indicated with the “do not disturb” signage on that particular day. However do note our team will check with you that everything is ok should the DND sign hang 24-hours or more on the door as per safety procedures.



- During **room cleaning** process your housekeeping assistant will clean all surfaces with hospitality industry standard chemicals to clean and disinfect all areas within the room which are already part of our room cleaning standards although also specified in COVID protocols.
- In the evenings our housekeeping team will come again to your room for **turn down service**, to spray your room with mosquito spray and closing the mosquito nets to ensure a restful sleep.
- **Bed linen** will be replaced every 3 x days with fresh linen during your stay as per our sustainability program procedures unless you request otherwise.
- **Bath towels** will be replaced automatically every 2 x days for hygiene reasons during your stay unless you have indicated to our housekeeping team to replace the towels on that specific day by leaving towels on the floor. Otherwise you can hang the towels back again on the railing in support of our sustainability program.
- **Daily Activities** – Normally we have several daily activities scheduled for your entertainment like water gym, visits to the local community village, palm weaving to name a few. Unfortunately we have to keep these activities to a minimum. For some activities we will still continue to offer with limited participants practicing social distancing of which we fortunately can do easily due to our big open air spaces.
- **Excursions and tours** – Please take your face masks when going on excursions or tours outside of the resort. You may be asked to put on your face masks during the excursion or going into some establishments. We also recommend you to take with your small bottle of hand sanitizer so that you can sanitize your hands when there is no available place to wash your hands or hand sanitizer available at the establishment. However almost all establishments and tourist sites are also following the COVID protocols put in place by the Zanzibar Government.
- **Returning to hotel from outside excursions or visits** – Your temperature measurement will be taken again and recorded while sanitizing your hands again.



## **DAY OF DEPARTURE**

- In case of an **early morning departure**; we strongly recommend to **settle your account the night before** after you enjoyed your dinner. This will ensure you take your time to go through your bills and have enough time should you have any questions to avoid the morning rush and be among many guests in the reception lobby.
- Otherwise **you have till 12pm noon to vacate your room** and do the check-out formalities. During this time please have your face mask ready as you may be asked to wear your mask in the reception due to the peak time of departing guests in the lobby where it might be difficult to follow social distancing protocols.



- You are most **welcome to make use of the hotel facilities while awaiting your airport pick-up**. Our front desk team will give you a day use account number to use for any further billings which you then can settle before departure. Alternatively you can ask our team if possible for a late departure room. Take note that late departure room requests will be at an additional charge at the prevailing rates and subject to availability on the day.



- **Before departing the hotel** ensure that you have all your travel documents with you and that you have your **face mask readily available** as you will need it again during your airport transfer, in the airport terminals and during your flight until you return home safely.

## **WHAT WILL HAPPEN SHOULD YOU FALL ILL DURING YOUR STAY**

- Should you or any of your travel companions **fall ill during your stay** you must immediately **call the front desk** from your room and remain in your room and await further instructions.
- During **week days and day hours** we do have a **medical advisor on site** whom will visit you in your room to observe your symptoms. Take note that this person is only a medical advisor and might not be in the position to treat any major medical issues.
- **After hours** there will be a **Dr. on call** available who will advise whether he/she can come to the hotel to consult you in your room or you will need to go to the clinic directly.
- The **medical advisor** will give you **further instructions** based on your symptoms whether to visit the nearby medical clinic, obtain medicines from the clinic or take it easy for the next few days should it be not any of the COVID symptoms although the Public Health Officials from the Government of Zanzibar whom we are obliged to inform of any ill guests might instruct otherwise.
- When there is any **COVID symptoms** present you and your travel companions will be requested to **self-isolate in your room** at all times while our team will do our best efforts to ensure that you are looked after.



- **In case of the self-isolation**

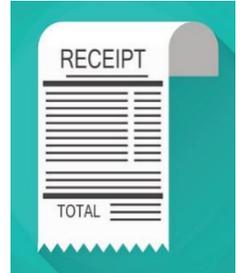
- During this time you will **not be allowed to visit any of the hotel facilities or leave your room** at any time to protect yourself and your fellow hotel guests as per official COVID protocols.
- Arrangements will be made for all **meals to be delivered to your room** up to the entrance of your room. Restaurant members will not be allowed to enter the room.
- Unfortunately our **housekeeping team will not be allowed** to enter your room for cleaning. However you will be requested to put all dirty towels, linen or any waste in separate bags to leave outside of the room. The housekeeping team will then **deliver fresh linen and towels to the entrance door** of your room or any cleaning materials that you may require.



- The **medical advisor** and the Government appointed Public **Health Officials** will continue to **monitor your condition** during this time.
- In case your **condition becomes critical** you will be immediately **transported to the COVID appointed medical facility** for further treatment.



- Please take note that **you will be responsible for all costs** related to medical consultations, transportation, medicines etc. Therefore it is of utmost importance to have your **medical & travel insurance**, your passport and credit card or cash ready for any medical situation as you will be required to **settle payment directly with medical service providers** depending on the conditions of your insurance.
- Always remember to **ask for cash receipts** wherever you make direct payment as you will need this for your medical claim.
- For any taxi service charges please ask the front desk to keep this on a separate invoice for you to make it easier for your medical insurance claim.



We trust this comprehensive guide will alleviate some concerns regarding your visit during the COVID period.

Looking forward to welcome you to our little paradise and the OPR family.