

## **The Charming Lonno Lodge Watamu Releases the first Digital Concierge APP**

*Social distancing and contactless operations are crucial to comply with Kenya Government and WHO new rules to defeat Covid19 and to protect clients staying at hotels.*

**WATAMU, KENYA – November 2, 2020** – The Charming Lonno Lodge today released the first Digital Concierge APP to help guests to access all the information from the comfort of their own smartphone in a contact-less way, to protect their health during their stay at this renown lodge in Watamu, Kenya. The new Digital Concierge, created by the internal IT department, is available to staying guests through a simple link and replaces all the paper documents previously available.

The Digital Concierge APP allows guests to be informed on daily menu, bar price lists, as well as daily activities, that can be reserved through the chat integrated in the APP or contacting reception with the smartphone. This new tool is designed to be a resource for guests and replaces all the paper and plastic documents previously available, to enhance contact-less operations thus increasing safety.

The APP also offers access to resources to help guests to be informed on Tide and Weather Forecasts for the Watamu area and to get the support they need. A list of suggested featured Experience to be enjoyed during the stay is also available through the APP, comprising Safari, Dhow Cruises and excursions.

"This new Digital Concierge APP, a first in our sector, is a real step forward to enhance the safety of our guests" said Aldo Calegari, owner and general manager of The Charming Lonno Lodge Watamu. "Following the guidelines released by the Ministry of Tourism and Wildlife we decided to look for ways to improve our response, and this APP is the contact-less solution we're particularly proud of."

Download all images of Digital Concierge APP:

<https://lonnolodge.com/wp-content/uploads/2020/11/Lonno-Lodge-Digital-Concierge.zip>

### **About The Charming Lonno Lodge Watamu**

The Charming Lonno Lodge Watamu is a small cozy lodge laying on the serene beach of Watamu, Kenya, just in front of Watamu Marine National Park. As a regular winner of Tripadvisor Traveler's Choice Award, The Charming Lonno Lodge has emerged as one of the leading interpreters of the new Kenyan culinary tourism opportunities, enchanting guests with delicious adaptations of Kenyan and International dishes, mixing flavors, cultures, and spices. Beside its renown traditional hospitality, with only eight rooms & suites, specific dietary needs or allergies are covered by its staff with expertise and a pinch of love.

For more information on The Charming Lonno Lodge Watamu please visit [www.LonnoLodge.com](http://www.LonnoLodge.com) or call +254 726 226292.

For Hi-Res ready-for-print photo please visit [www.LonnoLodge.com/photo](http://www.LonnoLodge.com/photo)

For up-to-date news and exclusives join "The Lonnoers" newsletter or follow @lonnolodge on Instagram, Facebook or Twitter.

For marketing and public relations, please contact Bruno Piarulli at [mkt@lonnolodge.com](mailto:mkt@lonnolodge.com)