



# SIMBAVATI SAFARI LODGES

Stay with peace of mind - health and safety initiatives we have taken in preparation for your stay

At Simbavati Safari Lodges we are preparing thoroughly as we eagerly anticipate welcoming our guests back by making changes to the way we provide our services. We are committed to ensure that we at Simbavati follow the new industry-wide protocols and procedures to provide the safest possible environment for our guests and staff while guests can still enjoy a truly authentic Simbavati experience. Our protocols have been updated, if there are any changes and we will adapt as needed.

## BEST HYGIENE PRACTICES AND PROTOCOLS

Vigilant personal hygiene is the single most important priority at camp and will limit any potential spread of viruses. Staff have been trained in correct sanitising and personal hygiene procedures with a focus on limiting the transmission of communicable diseases. We recommend that guests follow stringent hygiene practices of regular hand washing and sanitising, limited hand face contact, social distancing and wearing face-masks.

In addition to the standard rules, we will keep guests and staff safe with the following measures:

- On arrival, your temperature will be taken as a precaution and this will be monitored on a daily basis during your stay
- Each guest will be required to use provided hand sanitiser
- The welcome briefing to guests will include details of our safety measures and what is required of guests during their stay
- Guest luggage will be disinfected before and after being taken to the rooms
- All our transfer vehicles will be disinfected before and after each trip and strict protocols will be in place to keep everyone safe

## COMMUNAL AREAS

The layout of our camps & lodges already allows for effective physical distancing which results in guests never being present in the public spaces in large numbers. Guests will be subtly reminded of physical distancing requirements if it is required.

- The general area surfaces will be sanitised throughout the day on a regular basis
- Social distancing rules will apply in all the general seating areas
- All coffee table books and games will be removed
- Loungers around the pools will be spaced at least 1.5 m apart
- Guests will be provided with sanitised pool towels on arrival and they will use these throughout their stay

## DINING EXPERIENCE

We will continue to serve our delicious meals, with the following measures in place:

- Guests will not be joined by hosts or guides during mealtimes
- We will not be serving any buffet meals. All meals will be prepared to order and served plated
- Only 2 guests will be allowed per table unless you form part of a family or a group travelling together
- Tables will be generously spaced to allow social distancing and fortunately, we do have lots of fresh air in our dining areas
- We have special measures in place to ensure cleanliness and hygiene when it comes to food preparation and service
- All tables and chairs will be thoroughly cleaned between meals
- Kitchen staff will always sanitise before handling food or drinks. Our staff will always wear gloves and face-masks during food preparation. Service team will wear face-masks and sanitise regularly during service



### SAFARI ACTIVITIES

The very nature of game drives and bushwalks means that they are considered “safe”, as they are held outdoors. We do, however, adopt the necessary precautions for our guests’ peace of mind. Our activities will still be a wonderful experience, with lots of fresh air out in a secluded wilderness area of the Greater Kruger:

- A reduced number of people per vehicle will be placed on the game drive vehicle unless all guests are travelling together in a group
- Hand sanitiser will be available on each vehicle, and the vehicle will be cleaned and sanitised after each game drive
- Guests will keep their specific seat for the duration of their stay, to create their own safe space
- Guests will receive sanitised and deep cleaned rain ponchos, game drive blankets and hot water bottles in their rooms on arrival, and will keep these for the duration of their stay
- Guides and trackers will wear face-masks and this will be expected from guests as well
- Guests who choose to have morning tea or a drink during a game drive stop will be served by our team, rather than helping themselves

### HOUSEKEEPING SERVICES

All our guest rooms will be thoroughly cleaned and sanitised, with the following measures in place:

- Every room will be deep cleaned between guest check-out and check-in
- Guests can advise on check-in if they wish to minimise housekeeping to avoid interaction
- No spare blankets or pillows will be available in the rooms, but you are welcome to request these
- All laundry will be washed using strong sanitising products and a high temperature
- Brochures, magazines and other documentation will be removed from the rooms - an app with the directory and all information will be made available to guests prior to check-in

### STAFF

Our staff are very important to us and in order to keep them and our guests safe, the following measures will be in place:

- Staff have been trained in new standard operating procedures as set out by leading authorities
- They have been equipped with hand sanitiser and the necessary personal protective equipment
- All staff will have their temperature monitored before they start work and a health check will be done
- A quarantine room will be made available in the instance of a staff member getting ill
- The presence of management will be there at all times to provide support and peace of mind

