



# WE ARE READY TO WELCOME YOU

## COVID - 19 PROTOCOLS

### Social Distancing

- Social distancing protocols will be implemented in the dining areas with tables set apart from each other
  - The number of guests per safari vehicle will not exceed 6 people
  - Our fitness centres will be limited to 4 individuals at a time

### Sanitization

- Extensive and enhanced cleaning and disinfecting procedures will be carried out in all rooms and shared spaces
- Alcohol-based sanitizer (70%) will be available on game vehicles & in public spaces
- On check out, rooms will be completely deep cleaned, disinfected and sanitized
- Extensive and enhanced cleaning and disinfecting procedures will be carried out on fitness centre equipment surfaces and frequently touched surfaces

### Screening

- All guests will have to sign an affidavit confirming their clean health status and confirmation of no contact with COVID-19 infected individuals
- Hand-held temperature screening and the recording of that data will be conducted daily, in the most unobtrusive way, with all guests
- Should a guest show signs of COVID-19 infection, all lodge management staff are trained on what to do in accordance from SA Government & the W.H.O

### Food Preparation & Dining

- Most meals, including snacks before game drives and high tea, will be individually prepared and plated under strict hygiene standards
- All meals and snacks for in-room dining will be individually packed, plated & delivered right to our guests' door

### Support Services

- Should a guest show signs or be flagged as a potential COVID-19 case, we have direct access to a doctor on call
  - Separate isolation rooms will be made available for suspect cases
- The necessary course of action to follow for a suspect case will be guided by our emergency medical partners
- Healthcare facilities are easily accessible from Kapama Private Game Reserve should a guest need to be hospitalised

### Staff

- Daily detailed health checks and screening, as well as temperature checks, will be implemented for all staff and all data stored
- Back of house spaces occupied by staff – such as kitchens, offices etc. – will be equipped with educational material to keep staff aware of hygiene protocols
- Supplementary training relevant to the current situation regarding safe food preparation & service practices will be conducted for all food handlers
- All four Lodges will have at least one person trained as a Hygiene Manager, responsible for ensuring each Lodge adheres to the new operational guidelines.
- Protocols will be monitored and overseen by the Risk Management Manager
- Thermal imaging cameras will be used at entry points for all staff members

### Kapama PC-12

- Kapama's PC-12 is available for guests looking for an alternative to utilising commercial flights
- Aircraft sanitization will be in accordance to the WHO recommendations