

# KWANDWE

## COVID-19 PROTOCOL

Our approach to COVID-19 is calm, measured and thoughtful. We will be implementing the following measures throughout our lodges and villas to ensure the health and safety of both our guests and staff teams. We endeavour to provide a mindful and connected safari experience in a responsible and relaxed setting.

For peace of mind, we will be offering all bookings (both couples and groups) a private guide and vehicle until 15 December 2020. From the 16 December 2020, we will limit the number of guests on a vehicle to 4 guests (for example, 2 couples), with the exception of guests who are travelling together in a party larger than 4.



Arrival at the entrance gate will no longer require a physical sign in. Check-in and check-out times have also been altered to allow for the deep cleaning of each room between each guest booking.

### ARRIVAL



The dining room and boma areas will remain open and adhere to social distancing etiquette. Swimming pools will be cleaned and disinfected regularly, and chlorine levels will be monitored.

### MAIN AREAS



Our team will wear masks at all times and we ask that guests wear masks in the main areas. Our team has been fully briefed on the increased sanitation measures and required protocols.

### MASKS



One vehicle will be used for the duration of each guest stay and all exteriors and interiors will be disinfected before and after each activity. No guests will be allowed to sit in the front seat.

### VEHICLES



Hand sanitiser will be available for guests throughout the lodge and in our vehicles. As always, the main areas and the rooms will be cleaned to the highest of standards, paying particular attention to "high touch" areas.

### SANITATION



Private, in-room dining will always be available, as well as options for picnics and meals in the bush at certain times. Kitchen areas will be cleaned thoroughly before, after and during meal service and waiters will sanitise regularly.

### MEALS



Room refreshment and turndown services will be once daily as a standard. Guests may opt for a second turn down service OR choose to opt-out of housekeeping services entirely.

### ROOMS



Blankets, ponchos and binoculars will be individually packed and left in a personalised bag in each room. Guests will keep the items for the duration of their stay and may ask to have items washed or replaced at any time.

### ACCESSORIES



Guides and trackers will sanitise their hands frequently, especially before and after drinks stops or any contact with guests. All cool and hot boxes will be sanitised before and after each game drive.

### GAME DRIVES

Emergency medical response services are running unhindered and contingency plans are in place to deal with the challenges of COVID-19.