

# *Legendary Expeditions*

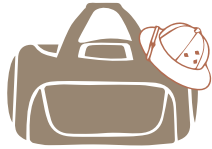
## COVID -19 Protocols

At Legendary Expeditions, the health and safety of our guests and staff is our utmost priority. In an effort to ensure our guests can experience our safari camps and properties with complete peace of mind, we have made appropriate changes to our services and procedures, based on the government of Tanzania's advice to the hospitality industry.

Our teams are on board with the new methods and have undergone a thorough training programme, with an emphasis on hygiene and sanitation. Above all, we want to ensure that all guests have a relaxing and memorable journey with us, and to continue to offer the Legendary service and hospitality for which we have always been known.



# Legendary Expeditions



## PREPARATION

We kindly ask that all guests complete a short questionnaire to state their preferences on different processes before they arrive. This will include services such as stocking the mini bar ahead of time, housekeeping frequency, and evening turndown.

Guests will be requested to submit their signed declaration before arrival to speed up the process and minimise points of contact on property.

We recommend that guests [apply for visas online](#) well in advance of travel, to minimise time spent in the airport.

Medevac is available at our lodges and camps at an additional charge. There are reputable hospitals in Arusha (Selian Lutheran Hospital) and Dar es Salaam (Aga Khan) should guests need further medical attention.



## TEMPERATURE CHECKS

Temperature checks will be carried out on team members daily and on the guests' first point of contact upon arrival. Guests will be asked to sign off on their temperature reading.

Should a high temperature be recorded, the three steps will be followed:

1. Fever (37.7 °C upwards) – Guests will not enter the main area and instead will be taken directly to their room. After 30 minutes and time to relax, a second temperature check will be carried out.
2. Should the high fever continue and other COVID-19 symptoms be present, the guest will be relocated to an isolation room.
3. In case of the above, staff will contact the COVID-19 liaison officer and management before speaking to medical professionals to determine the course of action.

If staying for 4 days or more, a second temperature reading will be taken on the 4<sup>th</sup> day.



## ARRIVAL & MAIN AREAS

All employees will wear a face mask or visor in guest areas. Hand sanitiser will be available throughout each property.

Hand towels will be offered using tongs and a welcome briefing will be held at a safe distance.

As far as possible, check-in and check-out timings will be spaced out, and may be amended to leave enough time for thorough sanitisation of the room.

Permission will be sought from guests to handle their luggage.

All hard luggage and handles will be disinfected before being handled by a housekeeper. Luggage will be delivered alongside guests to ensure the guest is the first person to enter the room after sanitation.

Guests will be asked to sanitise before and after entering the gift shop. Guests will be limited to one group at a time. Bills are to be settled by credit card instead of cash, if possible.

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## AIRSTRIP TRANSFERS & GAME DRIVES

Transfers and game drives will continue to be offered on a private basis with an exclusive guide and vehicle for each party.

All vehicles will be equipped with hand sanitiser, face masks (should a guest request one) and bags for discarding PPE, if required. Passengers will no longer be permitted in the front seat of any vehicle. All snacks will be individually packaged.

Vehicles will be fully sanitised before use and on return to the lodge. All ponchos, blankets and hot water bottle covers will be replaced after each game drive.

We recommend that guests travel with their own binoculars and reference books.

At airstrips and in closed vehicles, guides will wear a face mask or visor and will always ask permission before assisting with luggage, and after appropriate sanitisation.



## IN-ROOM SERVICES & AMENITIES

As far as possible, room allocations will be spaced out.

No housekeeping or maintenance staff will be allowed to attend to the room while guests are inside. If guests wish to remain in the room, they will be requested to sit on the balcony whilst the service is completed.

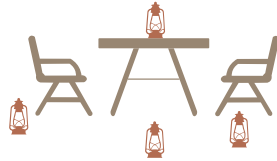
All collateral and books will be removed from the room and relevant information will be given to guests on request.

Mini bars will be left empty and will be stocked on request.

Rooms will continue to be serviced (including turndown) and cleaned daily unless a guest has indicated otherwise.

Rooms will be sanitised to the highest of standards before each guest stay, with particular attention to light switches, door handles and other 'high touch' areas.

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## DINING

All meals and beverages will be served to the table. Buffets will no longer be offered. In-room dining will remain available, with two options for delivery:

1. The waiter will knock on the door on arrival and place the tray on a table outside the room for the guest to collect. The food must be collected with a staff member present due to wildlife.
2. The waiter may enter the room to deliver the food and set up the dining, if guests observe social distancing.

Menus will be appropriately sanitised. All meals will be served "a la carte" or family-style on a private-dining basis.

All game drive meals and snacks will be individually packaged. All beverages on safari will be prepared by a guide after sanitisation.

Hand sanitiser will be provided for both team members at their work stations and guests in public areas.



## SPA, GYM & SWIMMING POOLS

Our spa will remain open, but treatments will be limited to back, neck and shoulder massages.

Spa therapists will wear masks and sanitise before and after each treatment.

Linen will be replaced after each treatment as per standard spa protocol.

The gym will remain open, but access will be limited to a maximum of two guests at a time. All equipment will be sanitised between uses.

The swimming pool will be cleaned and disinfected on a regular basis. Entry is at the guests' own discretion and we ask that guests maintain social distancing of 6 feet or 2 metres .