



Welcoming you back to East Africa

As travel around the world begins to resume, our top priority is ensuring that our guests and staff feel safe without compromising the quality, hospitality and excitement that you've come to expect of a Safari with Safari Legacy Ltd.

The following document defines the protocols used by Safari Legacy Ltd and our partners to mitigate the risk of COVID-19 in Lodges, Camps, and ground handling operations. It is written to ensure the general health and psychosocial well-being of our guests and staff alike, and to provide transparent information on how Safari Legacy Ltd is limiting risk and providing a safe and healthy space to travel in East Africa.

Information in this document has been created with careful consideration and consolidation of the recommendations from the World Health Organization (**WHO**), Centers for Disease Control (**CDC**), World Tourism Organization (**UNWTO**), the International Air Transport Association (**IATA**) and health professionals from Park. Doctor with safari knowledge.

The state of knowledge around COVID-19 is changing rapidly and as such, this is a living document and will be updated accordingly.

YOUR ARRIVAL:

- We recommend to please apply for an online visa in advance of your trip to reduce queues and unnecessary interaction on arrival.
- When exiting the terminal, look for Safari Legacy noticeboard with your name. You will be greeted by our driver who will keep a safe 2 M distance from your party. They will be wearing a mask and not shaking hands at this time.
- We will offer hand sanitizer in the car for you to use.
- After checking with you, the driver will clean the handles of your luggage with antiseptic wipes before loading into the car.
- Our vehicles will be sanitized before and after each use with a special focus on high traffic areas such as door handles, window buttons and charging points.

OUR STAFF/CAMP/LODGE

Our staff is central to your safety and enjoyment throughout your time in East Africa. The below procedures have been put in place to protect both guests and staff in these current circumstances.

- To minimize any risk of COVID-19, all Lodge/Camp staff will do the following before starting active duty within the Lodge/Camp:
 - ✓ Tested before arrival in Camp/lodge
 - ✓ Go through a 14-day quarantine in Lodge/Camp
 - ✓ Staff rotations will be limited to reduce the movement of staff at the Lodges/Camps
 - ✓ Staff will have their temperatures taken every morning in line with government guidelines and a record will be kept. If any staff member is shown to have an elevated temperature or shows any symptoms of COVID-19 they will be immediately isolated for 14 days.
- Managers at the Lodges/Camps and guides will be observing all staff and guests for noted symptoms of COVID-19. We hope if guests notice symptoms in others, they will endeavor to make the Lodge/Camp manager aware, who will handle the situation accordingly.



As per our agreement with our Partners (Lodges/Camps) The following is applied to all staff across the business and are deemed mandatory measures. Vigilant personal hygiene is the single most important measure that limits the spread of COVID-19 or any other illness. The following preventative measures will be reinforced through strategically placed signage, sanitizing products, extensive staff training and management:

- Maintain a social distance of 2M to all persons and avoid handshaking or embraces.
- Avoid touching your eyes, nose, or mouth.
- All sneezing and coughing to be within the crook of the arm.
- Avoid close contact with people who are presenting COVID-19 symptoms without wearing adequate personal protective equipment.
- The following general regular hand-washing protocols apply:
 - ✓ Frequently wash hands before and after each interaction with antibacterial soap and hot water for a minimum of 20 seconds.
 - ✓ If soap and running water is unavailable, use an alcohol-based hand rub with at least 60% alcohol.
 - ✓ All hand-washing stations will have suitable supplies of soap and paper towels will be discarded in a closed bin.
 - ✓ Posters indicating the appropriate hand-washing techniques will be visible for both guests and staff.
- As it is not always possible to wash hands in the safari environment, alcohol-based hand sanitizer is an excellent alternative. We recommend adding hand sanitizer to your packing lists, however, bottles of hand sanitizers will be available in/at the following:
 - ✓ All public areas for guest use.
 - ✓ All guest rooms. Upon check out, the bottle will be sanitized and refilled for the next guests.
 - ✓ On each member of staff to use before and after each service.
 - ✓ On all game activities and safari vehicles for particular use before and during drink and food stops.
- In discussions with our medical advisors and in conjunction with various medical resources our Partners (Lodges/Camps) have decided on the following PPE measures:
 - ✓ Face masks will be worn by all our staff while performing all duties.
 - ✓ We have concluded that the use of gloves does not lead to a higher degree of protection and can actually lead to cross contamination and a false sense of security — leading to reduced focus on relevant hygiene measures such as hand washing — as well as a high amount of environmental unfriendly plastic usage. However, if you wish for your dedicated member of staff to wear gloves please let us know. We are happy to oblige.
- Guest bag handles will only be touched with hands sanitized immediately before handling. Bag handles will be disinfected after handling with permission of the guest

PREVENTATIVE EQUIPMENT AT LODGES/CAMPS

At each lodge/Camp, will have the following equipment and cleaning agents for staff and guest use:

- ✓ Disposable gloves
- ✓ Face masks: 3 sets per staff for regular laundering,



- ✓ Digital forehead thermometers
- ✓ Disinfectant/alcohol-based wipes
- ✓ Disinfectant hand gel
- ✓ Disinfectant cleaning agent and spray bottles (70% alcohol-based):
 - o Available in each communal area for surface cleaning
 - o 1x bottle per safari vehicle
 - o Available at all public bathrooms and in each kitchen and waiter station

HOUSEKEEPING AT THE LODGES/CAMPS

Before COVID-19 was a factor, our partners already had a vigorous and detailed standard of cleaning in place, which has mirrored many COVID-related procedures recommended by international agencies. These include:

- Cleaning agents will include disinfectants with either 70% alcohol base, 0.1% sodium chlorite or a suitable and effective environmental cleaning product
- Your dedicated housekeeper will wear a mask as standard and a set rubber of gloves allocated to your room only. This allows the gloves to be sanitized and reused, allowing us to honor our commitment to reducing plastic use while keeping you safe.
- All surfaces will be cleaned with a disinfectant solution containing 0.1% sodium hypochlorite and rinsed after 10 minutes.
- All cleaning equipment will be cleaned and disinfected regularly so as not to spread contaminants around new surfaces.
- The Lodges/Camps have removed much of the documentation in the rooms and main areas that cannot be cleaned satisfactorily. If you would like any of these materials, please ask and you are welcome to take it with you.
- All rooms are deep cleaned after guest checkout and before a new party checks in.
- All public areas are sprayed with disinfectant three times a day: after breakfast, lunch, and dinner with specific focus on high traffic areas.
- Public toilets will be cleaned three times a day: after breakfast, lunch, and dinner with specific focus on disinfecting high-touch surfaces. A disinfectant spray and wet wipes with alcohol will always be available in the toilet for guests to use.
- All disposable items will be incinerated daily.
- The Lodges/Camps will continue to offer laundry service (i.e. **at extra cost**). All laundry will be placed in laundry bags and handled carefully to prevent potential contamination of surrounding surfaces or people. Laundry will be washed on a hot water cycle, hung out in direct sunlight to dry, and ironed. Guests should wash all delicate items with detergent provided in their rooms.
- A cleaning record sheet is kept and includes date, time, room, or area cleaned, cleaner name and a completed checklist of areas cleaned, along with the disinfectant used.

DINING AT THE LODGES/CAMPS:

Similar to housekeeping, our level of food hygiene and safety is maintained at the highest level and already is in line with COVID-19 recommendations. Yet, superb front of house service has needed to adapt to consider social distancing. Updated protocols include:

- Lodge/Camp fire drinks seats can be organized in advance to ensure at least 2 M is maintained between family's group with occasional tables laid with snacks before you arrive.



- Drink service will now be bar-based. Guests can now approach the bar to order and step back so bar staff can hand sanitize, prepare the drink, place the drink down and move away 2M for guests to then collect their drink.
- As well as standard cleaning routines, all dining areas will be sprayed with disinfectant directly before use. These areas include table surfaces, arm rests of chairs, salt and pepper shakers, menus, closed butter dishes and any other high-traffic areas.
- Waiters will wear cloth masks and follow strict and visible hand sanitizing procedures when serving dishes, touching clean serving ware and each time after touching high-touch surfaces.
- Where possible, meals will be staggered and in different locations between groups of guests to limit exposure to other travelers.

SAFARI ACTIVITIES:

The following measures remain in place to mitigate transmission:

- Our Safari Vehicles capacity will be limited to 6 guests, for groups over 6 we will arrange over two vehicles. No one will sit next to the driver.
- Families, tour groups and couples will be allocated a specific vehicle and guide for the duration of their stay to reduce exposure to different vehicles and guides.
- After the activity, all surfaces and objects used will be sprayed with disinfectant i.e. car door handles, seats, and pouches.
- Please endeavor to bring your own binoculars. Guides will be unable to share theirs unless disinfected each time.
- Guides will wear a face mask throughout the safari.
- The spas at the lodges/camps will remain open and it is very much the guests' choice if they wish to use them. All spas will follow international hygiene provisions including deep cleaning between appointments, handwashing and therapists will wear a mask during treatments. Facial treatments will be suspended for the time being.
- Similarly, swimming pools at the lodges/camps will remain open and it is very much the guests' choice if they wish to use them. A well-run, clean swimming pool with appropriately treated chlorine will provide adequate disinfection to neutralize viruses. To ensure they remain safe we will continue with the following maintenance:
 - ✓ Chlorine levels in pools are kept between 1-3mg/l, with the pH between 6.8-7.4
 - ✓ Communal pool usage should limit the number of people to allow social distancing
 - ✓ Sunbathing chairs and areas will be routinely cleaned and disinfected
 - ✓ Swimming towels should be placed in a laundry basket for cleaning after use
- All community-based activities are cancelled for the foreseeable future to reduce unnecessary risk to guests, staff, and the local community.
- Populated areas are considered high risk and avoidable therefore we recommend all guests cancel city activities and spend as little time as possible within cities.

HANDLING A SUSPECTED CASE OF COVID-19:

The following guidelines have been drafted from Park Doctor and WHO advisories:



- ✓ If a guest or staff member shows signs of coughing, sneezing, shortness of breath, sudden loss of taste or smell or a fever, the patient will be asked to isolate in their room until the cause of symptoms can be determined.
- ✓ The camp manager will call Park. Doctor for a telephonic consultation and determine next steps (with care to disinfect the phone before and after use). At this stage, we will collect medical detail from the patient or those travelling with them.
- ✓ If the case is considered a potential COVID-19 infection, we will facilitate health authorities to do the necessary COVID-19 tests. This will either involve a local doctor or district nurse visiting the patient in lodge/camp to take a swab or help make logistical arrangements to get the patient to a testing site.
- ✓ Governmental testing delivers results between 24-72 hours. During this time, we will ask the patient to self-isolate in their room. We will make alternative arrangements for those staying in the same room; however, they will also need to self-isolate until results are known.
- ✓ The lodge will provide food, drink, and medication, as prescribed by Park. Doctor, with as little contact as possible.
- ✓ If tested positive, the case will be dealt with in accordance with national guidelines, Lodge/camp medical support team at Park. Doctor and the guests' home country consulate. Rest assured, Safari Legacy will be by your side throughout and we will guarantee you will get the help and care you need.

OUR GROUNDHANDLING

Along with our consistent high quality guiding and robust systems for vehicle care and safety, we will apply the same COVID-19 procedures outlined above within *Our Activities* to our safari vehicles and ground handling operations to ensure from arrival to departure you remain in the safest environment.

We urge guests to take any necessary steps to protect themselves at lodges /camps, airstrips, airports, activities, and planes. If you feel unsafe, please do not hesitate to speak to your guide or manager or alternatively call these emergency numbers:

- Tanzania emergency number: Priscilla Godson + 255 787458400
- Kenya emergency number: Henry Mutisya +254 712105907 or +254 784115994
- Managing Director Mr. Pratik Patel +254 72425206