



# THE ROYAL MADIKWE

LUXURY SAFARI LODGE

## COVID-19 PREVENTATIVE MEASURES

The safety of our Guests and our Team is of utmost importance and after carefully assessing every risk, we have given much consideration to finding a balance between our *Unforgettable Guest Experience* and ensuring that we take the necessary well informed precautions and follow strict protocols developed on the recommendations of prominent authorities like the World Health Organization (WHO).

It is imperative that Guests follow stringent hygiene practices including regular hand washing and sanitizing, avoid touching face and nose and wear a face mask when in the company of other's.

### DINING EXPERIENCE

Chef's wear a face mask while preparing food and practice regular hand washing and sanitizing protocols.



Game Drive snacks individually packaged.

Dining experience will remain exclusive with guests enjoying various private settings.

No buffet's will be served until further notice.

Private Boma dinner experiences will be reserved for individual groups / Exclusive Use.

### GENERAL HYGIENE

Hand sanitizer available throughout common area's and Guest Suites.



Guest Suites are sanitized thoroughly before check-in and daily during your stay.

Additional cleaning protocols in common area's and Guest Suites focusing on high-contact area's, surfaces, door handles, light switches, remotes & coffee machines.



### GUEST HEALTH CHECK'S

Guest hands sanitized on arrival, temperature taken, symptom screening and travel history confirmed and documented.

Medical contacts informed of any irregularities and advice given on protocol to follow.

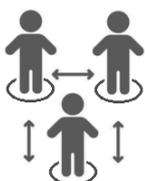
### GAME DRIVES

Vehicle occupancy shall not exceed 6 guests, allowing one seat space between each guest. An exception will only be made for groups of guests travelling together.

Vehicles thoroughly cleaned and sanitized between each game drive with a focus on high contact areas.

Face masks compulsory on game drive.

Guide will always wear a face mask while conducting a Game Drive.....



### SOCIAL DISTANCING

Guests are encouraged to follow the recommended principles of social distancing and remain 1.5m (5 feet) apart in common area's.



### **TEAM TRAINING & MONITORING**

Our team is trained on the latest health protocols, as recommended by the WHO, which are strictly adhered to on and off the property.

Our team is screened daily for symptoms, temperature taken and recorded and regular Antigen testing is undertaken by the reserve paramedic as an additional precautionary measure. Any irregularities are noted and immediately reported to our medical partners for further advice.

Our team live on the property with limited movement in outside communities permitted during their working cycle.

Strict hygiene protocols apply to all suppliers and delivery personal are required to wear a face mask and sanitize hands prior to entering the lodge and staff areas.

### **PCR Testing prior to international flights**

PCR Testing can be done in the comfort of guests suites by prior arrangement. Please contact us on [reservations@royalmadikwe.com](mailto:reservations@royalmadikwe.com) for more information and a quote.

Our team will support you every step of the way !



### **AIR & ROAD TRANSPORT PARTNERS**

We are working with our service providers in air and road transport to ensure that appropriate health and safety measures are implemented in line with Covid-19 protocols.

These suppliers are following the recommended guidelines including staff screening and training in health and safety protocols, extensive cleaning of transport carriers and Guest screening on arrival.

In keeping with our uniquely wild charm, our team will keep the mood light while ensuring all health and safety protocols are adhered to while you enjoy our hospitality !

### **MEDICAL SUPPORT**

We have worked extensively with our Medical Partners to develop a clear plan of action in the event of a suspected case of Covid-19.

Our Guests will have telephonic access to on call Doctors should they develop any symptoms, or have any concerns about their health during their stay.

A quick and seamless Antigen test can be arranged at the lodge for guests peace of mind should they suspect that they may have Covid-19.

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We have simply adjusted our daily procedures to a 'new normal' ensuring that our updated operational protocols seamlessly merge with the principals upon which the Unforgettable Royal Madikwe Guest Experience was formed - exclusivity, privacy and unforgettable moments in the Wilderness!

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