



GONDWANA  
GAME RESERVE  
GARDEN ROUTE - SOUTH AFRICA

COVID 19 SAFTEY MEASURES  
*Welcome to Gondwana we have been  
preparing for your visit...*





# *Welcome to* Gondwana Game Reserve



We look forward to welcoming our guests back to join us on safari. We have been working hard to change the way that we provide our services to ensure the safety of our guests and staff as a priority while providing a truly authentic Gondwana experience.

Our Operating Procedures have been updated in line with the Tourism Business Council of South Africa (TBCSA) COVID-19 guidelines and implemented across every touch point of the guest experience.

# Guest arrival & Welcome

Our guests will enjoy a traditional Gondwana welcome with the following measures in place:



Check-in forms can be completed by guests on arrival - sanitized pens will be provided. We do however recommend that guests use our new online check-in form before they arrive.



On arrival guests will be required to use hand sanitizer that has been provided and have their temperature monitored.



Hand-sanitizing facilities are provided in all public areas and in all accommodation for hygiene purposes.



Our staff will be wearing face masks and interaction with guests will be contactless and from a safe distance at all times.



Guests will be required to use masks in certain public indoor spaces and hand sanitizer and keep a safe distance from others during their stay. Face masks will be available for purchase for guests who do not have a mask with them.



Welcome drinks and refreshing towels will be offered on a tray without contact. Guests are to maintain a safe distance and help themselves if they would like.



Welcome briefing to guests will include all details of safety and hygiene measures in place.



Guest luggage will be disinfected and taken to their room by staff. Guests may also handle their own luggage if they prefer.





# *Game Drives and Drink Stops*

*Our exhilarating game drives will depart with the following measures in place:*

- Game drives take place in open air safari vehicles which are sanitized according to guidelines before every game drive including disinfecting all surfaces.
- The safety risk is greatly reduced once on Safari in the open air.
- An empty seat will be left open between separate parties if sharing a vehicle.
- Guides will wear face masks and provide hand sanitizer as needed throughout the drive. The guide may remove their mask from time to time to be able to address the guests throughout the game drive.
- Guests will receive individual snack packs for drink stops. Your guide will prepare your beverages wearing disposable gloves for hygiene purposes. All glassware and crockery will be cleaned in an industrial dishwasher on high temperature after each use and packed in sterilized containers.
- Guests not travelling together are asked to practice social distancing at all times throughout the drive and at drink stops.



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# *Dining Experience*

*Our lodge dining room will be operational for sit down meals and for meal deliveries with the following measures in place:*

- Guests are required to use provided sanitizer when entering the dining room.
- One waiter will be allocated to a group's table for the duration of the meal.
- Tables will be spaced at least 1.5 meters apart in all inside and outdoor dining areas
- Our waitering staff have been trained in all COVID-19 dining protocols in terms of minimal contact service, social distancing and hygiene measures.
- All meals will be served individually plated, not buffet style.
- Each of our individual Lodges and Tented Camps have menus and measures in place to suit their location and available facilities.
- Guests can request meal delivery which will be discussed in the welcome briefing.

## *Kitchen*

- Your food will be prepared under strict hygiene protocols.
- Our kitchen staff has been trained in all prescribed COVID-19 cooking and cleaning guidelines.
- Surfaces and equipment will sanitised frequently.
- Kitchen equipment and guest crockery and cutlery are washed separately; both on deep, high temperature wash cycles.
- Ventilation will be maximised.



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## *Cleaning of rooms*

*Guest rooms will be cleaned according to the Tourism Business Council of South Africa's COVID-19 guidelines with the following measures in place:*

- Guests can advise on check in if they wish to minimise housekeeping to avoid interaction.
- All housekeeping staff will wear face masks and disposable gloves and aprons while cleaning (changed after each room clean).
- Disinfectant will be used to clean all surfaces and room touch points (e.g. door handles, light switches, guest amenities, etc) which will be done twice daily in the morning while preparing the rooms and in the evening during turndown.
- Each room will undergo a deep clean between guest check-out and next guest check-in and where possible rooms will be utilized in rotation to leave them idle for 1-3 days.
- All laundry is done off premise at a facility that is compliant in terms of SANS 10146 which requires COVID-19 hygiene measures.
- Pool loungers are cleaned and disinfected as per our room furniture protocols. The pool water is monitored to maintain an optimal chlorine level. (Between 1 to 3 parts per million, and a PH between 6.8 and 7.4 in ordered to maintain a virus free experience).



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## *Communal areas*

*Our guests will enjoy our beautiful lodge facilities with the following measures in place:*



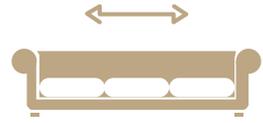
*Hand sanitizer will be available throughout the Lodge and in all accommodation. Soap and individual hand towels will always be available in public bathrooms.*



*Sanitization of surfaces, counters, and door handles (etc) will be done regularly.*



*Pool water will be monitored to maintain a chlorine level between 1 to 3 parts per million, and a PH between 6.8 and 7.4 in order to maintain a virus free experience.*



*In sitting areas and on couches guests are encouraged to practice social distancing.*



*Around campfires guests will be encouraged to practice social distancing.*



*A quarantine room will be made available should a guest or staff member fall ill. The COVID-19 liaison will manage the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.*



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## *Ented Bush Spa*

*Our Africology bush Spa be operational with the following measures to protect our guests and staff.*

- Guests are required to shower before and after the treatment.
- Therapists will wear a mask throughout the treatment, thoroughly wash hands before and after treatment.
- The Spa will be sanitized between each session and linen changed.
- Some treatments may be restricted.
- Social distancing will be implemented as much as possible.

## *Curio Shop*

*Our curio shop will be operational with the following measures in place*

- Guests will be required to use the hand sanitizer provided before entering our curio shop.
- Guest numbers will be limited to comply with social distancing.
- Your purchase will be added to your account and is payable on check-out via card or EFT.
- There will be one of each product on display in the curio shop, guests are to place their order with our front of house staff at reception.
- Sanitization of the curio shop and its products will be done daily.



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# Staff

For guest and staff safety, staff areas are just as important for sanitizing and physical spacing as guest areas. The following protocols have been put in place:



Staff have been trained in new COVID-19 operating procedures and up-to-date facts regarding COVID-19 (such as symptoms, how it is spread, guidelines and regulations).



Staff are educated on proper hygiene practices such as regularly sanitizing their hands, wearing a face mask and coughing into their elbow. Staff have been supplied with three washable face masks for use throughout their shifts.



Staff will practice social distancing with each other and guests as well as avoiding physical contact such as shaking hands.



All staff will have their temperature monitored prior to commencing work each day and boarding staff transport.



Staff will regularly wash their hands with soap and water especially when arriving and leaving main areas and will be required to use hand sanitizers.



We have staggered mealtimes for staff to ensure social distancing.



There is a dedicated COVID-19 liaison on the reserve.



A quarantine room will be made available should a guest or staff member fall ill. The COVID-19 liaison will manage the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.



*In true Gondwana Spirit our team worked hard together to train on the recommended COVID-19 operating protocols and measures to ensure the safety of our guests and staff.*

*We look forward to welcoming our guests back to Gondwana for a safe and secluded getaway in nature.*