

COVID-19 PROTOCOLS

We have taken the following procedures to protect the health and well-being of our guests, team members and visitors.

1 FACE COVERINGS AND SOCIAL DISTANCING

All staff and clients to wear masks wherever possible - especially in indoor public spaces. Physical distancing is encouraged at all times. All seating in our public areas is set out with a 1m distance between them.

2 CLEANING AND DISINFECTING

Increase in cleaning and disinfecting throughout the property, with special attention being paid to high touch areas. (incl light switches, key rings, door handles, phones, remote controls, safes, etc). We have added chlorine dioxide into our cleaning regime - it is one of the safest and most effective biocides and sanitizing agents available.

3 SANITIZATION AND TEMPERATURE CHECKS

Hand sanitization and temperature checks will be done at reception every time someone enters the building. All staff will have their temperatures taken daily, and will have access to hand sanitization stations at key points around the property.

4 BED LINEN AND TOWELS

all linen and towels will be washed at high, temperatures, and bleach will be included in the washing regime, to ensure optimal disinfection.

5 HIGH TRAFFIC PUBLIC SPACES

High traffic public areas will be cleaned frequently and thoroughly throughout the day. Chlorine Dioxide is used as part of our cleaning regime in these areas, as well as those mentioned above

6 HOUSE-KEEPING

All rooms will be cleaned and sanitized thoroughly between clients, Once guests have checked in the frequency of cleaning of rooms will be altered according to the guests requirements. Housekeepers are encouraged to refrain from entering rooms unless specifically to clean and sanitize as requested by guests.

7 METHODS OF PAYMENT

Cash-free methods of payment are available to allow for less contact.

8 ADDITIONAL INFORMATION

95% of our staff are fully vaccinated. We are able to organise onsite PCR tests for guests who are flying out or who would like to be tested. We get constant updates from our District Medical Officer on the current situation in Victoria Falls and new protocols