



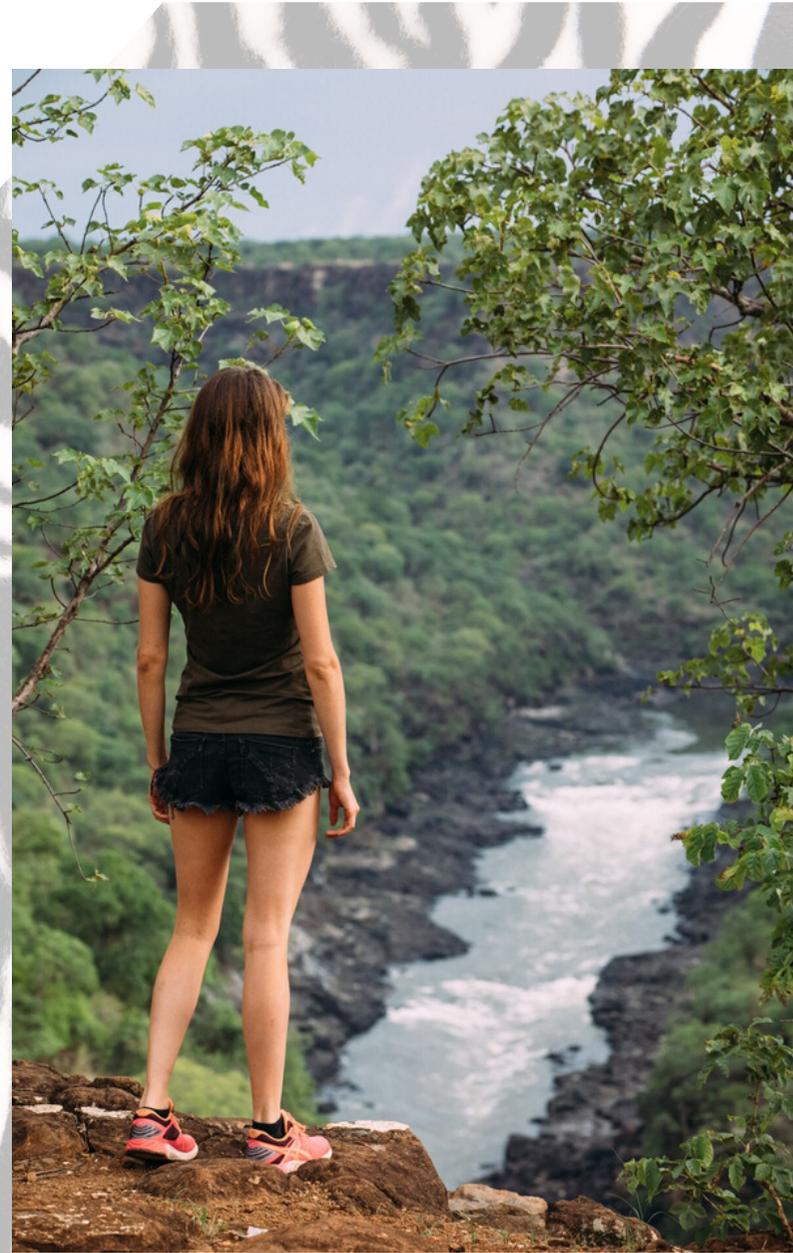
WILD HORIZONS

AFRICA'S GREATEST ADVENTURES

COVID-19 PROTOCOL



OUR LODGES



**THE
ELEPHANT CAMP**
— VICTORIA FALLS —

IMBABALA LODGE
— ZAMBEZI RIVER —

OLD DRIFT LODGE
— VICTORIA FALLS —

THE WALLOW LODGE
— VICTORIA FALLS —

COVID-19 PROTOCOLS

The Wild Horizons Lodges have been preparing to welcome guests back to the beautiful region of Victoria Falls. Our comprehensive Health and Safety guidelines will cover the measures in place to ensure that our guests can travel with confidence and rest assured that their wellbeing is at the forefront of our minds from when they arrive, throughout their time with us.

We will continue to refine our protocol in line with WHO guidelines and in accordance with best practice. When the lock down has been lifted, we will welcome you back to to connect with the natural world, wide open spaces and with new people and cultures.



GUEST WELCOME & ARRIVAL

- ✓ All regulations and requirements pertaining to control of COVID – 19 infection will be outlined to the guest during the course of lodge or activity orientation.
- ✓ With the well-being of our staff and guests in mind, temperatures will be taken upon arrival and any guest showing a temperature above 37.5 degree C will be retested and isolated for medical attention as appropriate.
- ✓ Disposable face masks will be available for guests who do not carry their own.
- ✓ All luggage will be wiped down with disinfectant.
- ✓ Welcome drinks will be served from a tray without contact and guests are to maintain a safe distance. Our staff will not touch fresh towels by hand.
- ✓ On arrival, guests will be required to use provided hand sanitizer.



THE DINING EXPERIENCE

- ✓ Menus will be displayed on blackboards to avoid menu card use.
- ✓ Material serviettes will be replaced with eco-friendly, biodegradable napkins and all tablecoths will be removed.
- ✓ Guests will be able to enjoy their meals at one of several beautiful dining areas at our lodges, thereby avoiding close social contact.
- ✓ Buffet-style meals will be discontinued and the self-service coffee machines will be removed from dining areas.

Our staff are all trained on using minimal contact and communication during service and can take orders from a safe distance.

- ✓ Communal dining will not be available and we will implement multiple sittings for mealtimes if needed.
- ✓ One waiter will be allocated per table to take the order, serve the meal, and handle any utensils or tea and coffee facilities.
- ✓ Chairs will be spaced one meter apart.



GAME DRIVES & BOAT CRUISES

- ✓ A maximum of 6 guests suitably spaced will be allowed in each game drive vehicle or boat, unless it is a family or party who have been travelling together.
- ✓ Prior to any game drive or boat cruise all vehicles and boats will be washed using a disinfectant solution and wiped down with sanitizer as required.
- ✓ All cups, flasks and other utensils used on safaris will be washed at the correct temperatures and sanitized before use.
- ✓ All cooler boxes will be disinfected and sanitized prior to use.
- ✓ The preparation and service of canapés will comply with new food safety standards.
- ✓ Hand sanitizer will be available for guests and guides and is to be used on boarding the vehicle and throughout the game drive.
- ✓ Game drives and river safaris will take place in open-air vehicles and vessels, as usual, which will be disinfected after each activity.



SUNDOWNERS & BAR SERVICE

SUNDOWNERS

- ✓ Each sundowner location will have an established maximum capacity.
- ✓ Waitron staff will wear a face mask and gloves to serve food and drinks and will practice minimal contact with guests.
- ✓ Guests are to use available hand sanitizer.
- ✓ Chairs will be spaced at a safe distance.

BAR SERVICES

- ✓ Social distancing rules apply, and seating will be arranged to ensure at least one-meter distance between guests.
- ✓ The barmen will wear a face mask and gloves to handle drinks and snacks and serve on a tray.
- ✓ A staff member will be assigned to regular sanitization duties of the bar area and high touch items.



HOUSE KEEPING

- ✓ Guests can advise on check-in if they wish to minimize housekeeping to avoid interaction.
- ✓ All housekeeping staff and tent attendants will wear face masks and gloves while cleaning and use disinfectant for cleaning down all surfaces and door handles.
- ✓ Each room will undergo a deep clean between guest checkout and next guest check-in.
- ✓ The turndown service will be suspended.
- ✓ No spare blankets or pillows will be available in rooms and all minibars will be emptied.
- ✓ Where we have plunge pools on our decks, all loungers are cleaned and disinfected as per our room furniture protocols.



COMMUNAL AREAS

OUR CAMPS OFFER AN EXCLUSIVE EXPERIENCE AND ACCOMMODATE SMALL NUMBERS OF PEOPLE. WE THEREFORE HAVE AN ADVANTAGE IN THIS REGARD, AND TOGETHER WITH THE DESIGN OF OUR MAIN AREAS, THERE IS SUFFICIENT SPACE TO ACCOMMODATE COMFORTABLE SOCIAL DISTANCING FOR ALL OUR GUESTS.

- ☑ The main area, entrance, fire-pit, lounge, dining areas, bar, curio shops and washroom facilities will be regularly deep cleaned with a disinfectant containing 1% sodium hypochlorite or phenolic disinfectants.
- ☑ Surfaces such as wooden counter tops, desks, chair arms, door handles, keys and other areas which are susceptible to damage from hard disinfectants will be cleaned regularly with 70% alcohol based sanitiser.
- ☑ Guests and staff will be required to wear face masks when enjoying the communal areas.
- ☑ Hand sanitizer will be available throughout the camps and soap and individual hand towels will always be available in public bathrooms.
- ☑ Social distancing rules apply, and seating will be arranged to ensure at least one-meter distance between guests.
- ☑ Disposable towels and bins will be placed in strategic areas.



STAFF

- ☑ Staff will be trained in new standard operating procedures and up-to date facts about COVID-19, such as symptoms, how it is spread, guidelines and regulations.
- ☑ All drivers will be issued with a digital thermometer and will be required to test all staff prior to boarding. All staff names and temperatures will be recorded on a chart and signed off by the driver as tested.
- ☑ All employee temperatures will be checked twice daily and recorded. Any staff member recording above 37.5 degree C will be sent home pending further health screening.
- ☑ Staff will be provided with multiple face masks and gloves for use throughout their shifts.
- ☑ We will stagger mealtimes for staff to ensure social distancing.
- ☑ Staff will regularly wash their hands with soap and water, especially when arriving and leaving main areas, and will be required to use provided hand sanitization.





WE ARE STRONGER WHEN WE STAND TOGETHER

Hygiene and sanitation have always been a top priority for us, and the existing high standards have only been bolstered in light of the pandemic. We understand that once travel restrictions are lifted, there will be concern around global travel and we will respond proactively, leading with compassion and diligence.

Filled with National Parks and Natural Wonders, we know that the space and tranquility of Victoria Falls will be the restorative escape the world needs. We look forward to hosting you in our beautiful lodges when the time comes.



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