



Asilia

GENUINE SAFARIS | GENUINE DIFFERENCE

## 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 Asilia Africa.

The following document defines the protocols used by Asilia Africa to mitigate the risk of COVID-19 in our 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 Asilia 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 Organisation (WHO), Centers for Disease Control (CDC), World Tourism Organisation (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

- 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 an Asilia noticeboard with your name. You will be greeted by a 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 no longer be offering cool towels on arrival, but instead access to hand sanitizer for you to use instead.
- On arrival, we will offer you a complimentary metal water bottle that is sealed and solely for your private use throughout your trip. All of our camps have refilling water stations, each with hand sanitizer for you to clean your hands before and after use.
- After checking with you, the driver will clean the handles of your luggage with cloth and an antiseptic sanitising spray 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 transfer vehicles have Wi-Fi so you can let loved ones know you have safely arrived.





## OUR STAFF

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 Asilia Camp staff will do the following before starting active duty within our camps:
  - ✓ Tested negative for COVID-19 before arrival in camp or
  - ✓ Go through a 10-day quarantine in camp
- Staff rotations will be limited to reduce the movement of staff.
- 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 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 endeavour to make the camp manager aware, who will handle the situation accordingly.





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 2 m 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 percent 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 Asilia has 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.





## OUR CAMPS

Asilia's camps offer a unique environment that naturally mitigate many of the risks of COVID-19. In all instances, our camps are isolated from larger tourist destinations with limited number of guests at any one time. All our guest accommodation is separate and well-spaced and the majority of our public areas and tents are open-air, allowing constant fresh air flow. There are minimal daily movements in and out of camp, with no passing traffic and supplies arriving all at once from our main headquarters. Our safari activities are all performed in the open air and have been easily adapted to offer increased social distancing where appropriate. Our staff teams are compact and have been well trained to follow new and improved protocols.

Even though we may not be able to shake hands right now, we promise you will still feel warmly welcomed at our camps.

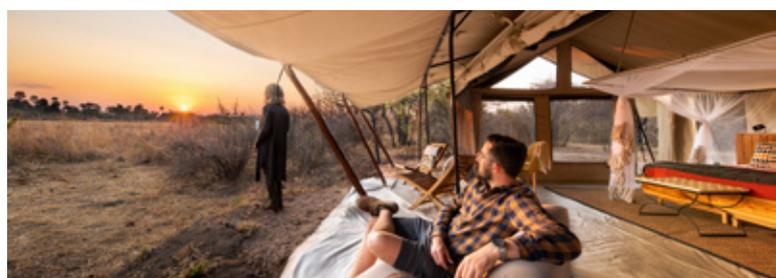
- On arrival each guest will be invited to use the hand-washing station with hot water, antibacterial soap and disposable paper towels before relaxing with a cool drink.
- During the Welcome Briefing, our camp manager will describe some of the extra measures taken by camp staff and how we will operate some parts of the safari day differently. These details will also be available in your room on laminate sheets.
- Guests are expected to please wear masks in all public areas, as per government regulations and WHO recommendation.
- All arriving guests and visitors in camp will have their temperature taken by a digital handheld temperature scanner. This will be done during the Welcome Briefing and in the shade to avoid erroneous readings in hot sunlight.
- At our curio shops, we encourage credit card payments. Card machines will be sanitized before and after use. All items in the shop will be sprayed thinly with a 70 percent alcohol-based sanitizer spray and allowed to evaporate after each guest visit.



## PREVENTATIVE EQUIPMENT AT CAMPS

At each camp, we will have the following equipment and cleaning agents for staff and guest use:

- ✓ Disposable gloves (latex and latex-free)
- ✓ Face masks: three sets per staff for regular laundering, plus extras for guests
- ✓ Digital forehead thermometers
- ✓ Disinfectant/alcohol-based wipes
- ✓ Disinfectant hand gel
  - Refillable small bottles, one per staff member
  - Refillable push dispensers for hand sanitizing stations in each guest room, each public area and throughout back of house
- ✓ Disinfectant cleaning agent and spray bottles (70 percent alcohol-based):
  - Available in each communal area for surface cleaning
  - One bottle per safari vehicle
  - Available at all public bathrooms and in each kitchen and waiter station
- ✓ Cleaning agent (0.1 percent sodium hypochlorite based/enviro-approved products)
- ✓ Plant-based sterilizer





## OUR HOUSEKEEPING

Before COVID-19 was a factor, Asilia 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 percent alcohol base, 0.1 percent sodium chlorite or a suitable and effective environmental cleaning product.
- Your 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 honour our commitment to reducing plastic use while keeping you safe.
- All surfaces will be cleaned with a disinfectant solution containing 0.1 percent 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.
- We 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.





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

- 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.
- We will continue to offer laundry service. 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, including face masks, 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.





## OUR DINING

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, our superb front of house service has needed to adapt to consider social distancing. Updated protocols include:

- Morning tea and coffee service will continue, however staff will leave the tray outside the room and guests can collect once staff is 2 m away.
- Camp fire drinks seats will be organized in advance to ensure at least 2 m is maintained between family groups with occasional tables laid with snacks before you arrive.
- Our drink service will resume as normal. Guests will order drinks from our staff, who will be wearing a face mask. When your drink is brought to you, our staff will place the tray with your drinks down and step away for guests to collect their drinks.
- 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.





- As before, all crockery will be diligently cleaned at high temperatures with particular care taken when washing handles of cutlery, handles of mugs and glass stems.
- Communal dining is discontinued with all dining now offered within your family/travel groups and set apart from one another.
- All meals will be served individually plated or as a table sharing platter. In the event of a buffet, the chef will serve the guests to prevent guest handling of the serving utensils..
- Bottles of water will be left on your table for self-serving before you sit down.
- 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 travellers.





## OUR ACTIVITIES

Safari activities are open-air activities and considered sufficiently safe and unlikely to result in passing on respiratory airborne germs. Nevertheless, the following measures remain in place to mitigate transmission:

- Where possible, we will provide a private vehicle. If a private vehicle is unavailable, vehicle capacity will be limited to four guests, with the middle row remaining free to provide sufficient distance between groups/couples. If a group travelling together is more than four passengers, they can share the vehicle up to the standard six, as per usual capacity. For groups over six 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.
- All vehicles and boats will have at least one bottle of antibacterial hand sanitizer for guests. All guides and support staff will carry their own hand sanitizers to maintain hygiene during the activity and when setting up drink stops.
- After the activity, all surfaces and objects used will be sprayed with disinfectant i.e. car door handles, roll bars, boat railings, seats and pouches.
- Please endeavour to bring your own binoculars. Guides will be unable to share theirs unless disinfected each time.
- Likewise, guides will not pass guidebooks back to guests, but can be looked at from a safe distance.
- For bush dining, the communal containers will be replaced with pre-packed and sealed individual snacks for breakfast/sundowner stops.
- Guides will wear a face mask throughout the safari.



- Our spas 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, our swimming pools 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 neutralise 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

Within your Asilia Emergency Support Cover, we include on-call assistance by international medical professionals from Park.Doctor, a South African-based non-profit trained specifically in offering medical advice from afar to those in protected wilderness areas. This essential service is available 24/7 to all Asilia guests and all medical decisions will be made by them. Park.Doctor is your personal doctor while travelling with Asilia.

Click [here](#) for more information on this organisation.

- **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 self-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. Asilia will 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.
  - ✓ If tested positive, the case will be dealt with in accordance with national guidelines, our medical support team at Park.Doctor and the guests' home country consulate. Rest assured, Asilia will be by your side throughout and we will guarantee you will get the help and care you need.
  - ✓ If we need to evacuate a guest we will work with their Agent/in country DMC (in some cases that will be Asilia) as we would in any emergency situation to coordinate medical help and accommodation needs for the patient and any other members of their group.



## 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.





## THIRD-PARTY SERVICES

Our standard operating procedures includes performing annual health and safety audits for all third-party services, as well as retaining their public liability on file. However, in light of the current situation and in an effort to create a seamless, safe safari corridor we have reached out to our partners and shared our best practice guidelines. Yet, as they are their own entities and not under Asilia control we are unable to monitor their procedures.

**We urge guests to take any necessary steps to protect themselves at 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:  
**+ 255 784 999 736 or +255 784 666 510**
- Kenya emergency number:  
**+254 790 406 230 or +254 702 964 904**
- South Africa reservations emergency number:  
**+27 72 710 4045**

*Accurate as of 28th May 2020  
As suggested above we will update this document regularly*

