



## **GUIDELINES FOR OPERATING PROCEDURES**

### **FOR FRANS INDONGO LODGE**

### **POST COVID-19 LOCK-DOWN**

Post lockdown occasioned by the COVID-19 pandemic, it becomes critical that good Standard Operating Procedures (SOP's) are implemented and enforced to ensure a safe travelling environment and to protect our guests, our people and Namibia against further outbreaks or contagion. The Frans Indongo Lodge, closely following the World Health Organisation (WHO) guidelines on this matter, is implementing the following SOP's. This is a living document which will keep being updated as the impacts and / or risks of COVID-19 become evident.

Frans Indongo Lodge believes that the Guidelines and Protocols will provide confidence in our source markets to travel to Namibia and allay any reasonable fears of both the guests as well as staff and management that there is concerted awareness and action towards a safe and hygienic working space for the tourism industry.

It must be re-iterated that such measures shall remain flexible and dynamic to suit the diversity in service provision and environments in which tourism operates.

## **1. MEASURES AT ACCOMMODATION ESTABLISHMENTS**

Frans Indongo Lodge will follow an increased hygiene action plan.

WHO guidelines on workplace prevention of COVID-19 including information exchange and training of staff and educating of guests on the increased hygiene measures and appropriate infection prevention and control measures will be adopted and implemented.

Health authorities will immediately be contacted as soon as it is noticed that a guest displays symptoms related to COVID-19.

Personal protective gear for staff will be available at all times (masks, gloves and aprons).

Management supervision at daily and visible level.

Guests will be requested to complete a Medical and Travel Declaration on arrival.

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Alcohol-based hand sanitizers will be available at the reception area, public spaces, restaurant, bar and inside rooms.

The establishment may only be occupied to a capacity which shall allow the compliance to the required social distance between persons in all public areas in the facility at all times.

Guests should wear masks in public, except in their bedrooms, in small closed groups or when they are eating or drinking.

## **2. MEASURES AT ALL RECEPTION AREAS**

The required social distance must be adhered to through the reduction of personal contact (no handshakes).

Reception may always have visible alcohol-based hand sanitizers available. Staff can administer the sanitizer or guests can do this themselves.

Handling of cash may be limited by encouraging e-payment and e-documentation and card payment. Card machines will be sanitized after use by a customer.

Temperature measurement equipment may be available.

Medical aid kit to contain additional disinfectants, alcohol-based sanitizers and Personal Protective Equipment (PPE's).

Staggered check-in and check-out times, to avoid queues if possible.

Group check-in at the lodge to ensure quick and smooth process at the lobby, avoiding interaction with other guests and / or groups may be arranged.

Avoid services that require hand contact.

Staff handling luggage shall practice hand sanitizing before and after each luggage portorage.

Magazines, marketing material and other non-essential decorative items may have been removed to reduce touch surfaces.

## **3. MEASURES RELATING TO HOUSEKEEPING AND PUBLIC AREAS**

All standard hygiene services in compliance with COVID-19 measures have been enhanced.

Room cleaning frequency may be reduced to avoid contact.

Only empty rooms will be cleaned. Where guests are present, staff will not enter.

Rooms will have increased cleaning and sanitization on check out for the next guests.

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Use of bleach and 70% alcohol-based cleansing products and ensure training and awareness of cleaning staff of the hazards of such use.

Use of gloves when cleaning, and handling of used linen and towels.

Frequent disinfecting of touch points and places of contact (door handles, switches, kettles, TV and air conditioner remote controls, curtain pulls, minibars, trays and amenities etc.) ensured. In particular, attention will be paid to the bathroom, toilet seats and covers, shower handles and vanity surfaces.

Furniture will be spaced out and removed in public areas where possible.

At the pool and pool area the number of loungers may be reduced. Discretion may be used with small groups travelling together.

Avoidance of high touch points and reduce unnecessary décor and utilities, such as brochures, magazines, newspapers, vases, games and the like to avoid human-to-human contamination.

Removal of rugs, carpets, cushions and non-essential decorative items where possible.

Assurance of effective daily ventilation of all rooms.

#### **4. MEASURES RELATING TO RESTAURANT AND BAR**

Seating in Restaurant will enable social distancing by spaces between tables and excess tables and chairs to be removed.

Self-service points are high risk areas and will be manned by staff to control touch of food items or utensils.

Menus will be sanitized after each use.

Staff will wear PPE (masks, where necessary gloves) at all times when in contact with guests.

Enhanced cleaning and sanitizing of tables, chairs and all but essential items (salt, pepper) should remain on the table.

Kitchen, scullery and storage will be sanitized daily, in particular all surface equipment. Workstations demarcated to indicate physical spacing. Cleaning products to be used in food handling areas to comply with SABS and other standards as safe for such use.

Alcohol-based hand sanitizers will be available at all entry points to the kitchen, public spaces, meeting rooms, and restaurant.

Regular sanitizing of hands by staff as they come into contact with various surfaces and people.



## **5. MEASURES RELATING TO ACTIVITIES, e.g. GAME DRIVES**

Guide will clean and sanitize vehicle on a continual basis, in particular, the interior, including the steering wheel, door handles, safety belts and instrument clusters: prior to departure and after return.

Guests are advised to choose one seat and avoid rotation where practical.

All staff to wear masks and avoid physical contact as far as possible.

Guests will be provided with alcohol-based hand sanitizers and disinfectant before starting activities. Spare masks should be kept available for guests who do not have their own.

## **6. IF A GUEST SHOWS ANY SYMPTOMS ON ARRIVAL, THE FOLLOWING STEPS SHOULD BE TAKEN**

Where possible, the guest should be asked to return home and contact their doctor or other healthcare professional.

Alternatively, the guest must be moved to a designated COVID-19 area and be kept isolated from all other guests and staff.

Any vehicle used to transport a symptomatic guest if applicable, must be disinfected afterwards.

Guests with symptoms should stay in a room that has further reduction of softs and reduced movables / surfaces and be served by designated, low-risk, staff only with additional PPE (e.g. masks, visors or other eye protection, gowns gloves) and all discarded after each contact used.

If symptoms are severe, worsen or persist more than one day, a medical professional should be consulted. Based on the medical professional's recommendation the guest should either be:

- referred for a COVID-19 test
- examined (in room, or using safe transport to a GP) by a General Practitioner
- referred directly to a hospital for admission

Guests in isolation should preferably be in designated rooms, single occupancy and no shared bathrooms.

Rooms of suspected or confirmed COVID-19 cases and areas known to have been utilized by the infected guests will undergo decontamination deep clean.



Where we are informed through tracing services that a guest who previously visited, stayed or was transported has tested positive, the same decontamination cleaning processes will be adhered to for rooms, vehicles and areas the guest used.

A room or vehicle may also be left unutilized for five to seven days before cleaning, to allow any traces of the virus on surfaces to die and then initiate the cleaning.

Vehicles can also be parked in the sun, as heat is understood to hasten the demise of the virus.

When caring, serving or cleaning for or after a suspected or confirmed case of COVID-19, biohazard disposable waste bags, boxes and containers must be used for waste and all soiled / dirty items including used PPE, which is going for cleaning or disposal.

Where a guest who has been travelling on a trip in a vehicle or staying in a facility, tests positive, the staff who have interacted with the guest or cleaned the relevant room or vehicle and the rest of any travel group they are travelling with, must go into 14-day self-isolation at home or in an accommodation establishment.

**For your safety Frans Indongo Lodge will follow an increased hygiene action plan.**

**We hope you enjoy your stay with us and thank you for your co-operation to ensure everyone remains safe!**

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