



The lodge re-opened on the 20th August 2020

In line with Government and hospitality industry regulations, we have made sure to leave no stone unturned to ensure safety and impeccable cleanliness throughout the lodge and its facilities – front and back of house.

Rest assured, we have spared no details in ensuring safe hygienic surroundings for our guests, and our team. With all the safety precautions in place, you are free to kick back and relax, and allow all your stresses to fade away.

Our brand new lodge is uniquely designed in that:

Each luxury tent is positioned at a distance of at least 15m from the adjacent tent, with a private access walkway and private patio.

The open architecture of the public areas allows for fresh air flows and expansive spaces to be very comfortably socially distanced from other guests.

GUEST SAFETY

MEDICAL NECESSITIES

TRAVEL DATE INFORMATION

Guest experience and safety precautions

On arrival, every guest will be:

- temperature checked
- required to complete a travel questionnaire

Common safety precautions

Utilise the hand sanitisers that are strategically located throughout the public areas and in every tent.

Wash your hands regularly with soap or an alcohol-based hand sanitizer.

Avoid touching your eyes, nose, and mouth with unwashed hands.

Shield your cough or sneeze with a flexed elbow or tissue and then throw the tissue in the bin.

Travel wellness

The most common symptoms of COVID are cough, fever, sore throat and shortness of breath.

PLEASE NOTE – You will be required to postpone your trip if:

You are experiencing any of the above symptoms prior to travelling;

You, or anyone you are traveling with, has been near someone suffering from COVID – OR suspected of having COVID.

Lodge hygiene –

Our practices are in line with mandatory COVID-compliance measures, as regulated by Government and the hospitality industry and our team have been trained in accordance with these new protocols.



Some of the measures include:

Luxury tents & public areas –

Tents will be thoroughly fogged, cleaned and disinfected after every guest check-out.

All laundry is being washed at high temperatures to ensure sanitisation.

Social distancing measures are in place in all public areas including reception, lounge, restaurant, bar and pool deck.

Our team –

You'll forgive us as we keep our social distance – fortunately a friendly Mdluli smile – albeit behind a mask – carries across 2m!

Our team will be:

Temperature checked daily.

Wearing cloth masks and face shields, and gloves where necessary.

Practicing frequent hand washing, and sanitisers will be carried and used by each team member.

Payment facilities –

You have the options to tap your credit card so as not to pass the card between guest and staff member and/or punch in your pin number, or pay by EFT.

Game drive vehicles –

Our open-air safari game drives adhere to the necessary COVID procedures, including:

Roll bars and handles being wiped and sanitised after each trip.

All drinks and snacks provided on the sundowners drives are served in accordance with COVID protocols.

Medical Necessities

What happens if you fall ill at lodge, and require medical attention?

We have all necessary first aid kits on site, as well as team members qualified to administer any necessary first aid.

We will ensure immediate medical attention if necessary – by calling an ambulance, bringing a doctor to site or assisting you to travel to the closest doctor or medical facility.

How far is the lodge from the closest town?

The closest town is either Hazyview or White River.



Mdluli Safari Lodge – Hazyview: 23 Kilometers

Mdluli Safari Lodge – White River: 42 Kilometers

How far is the closest hospital?

The closest hospital is Kiaat Hospital, situated between White River and Nelspruit.

We also recommend the Netcare Mediclinic Hospital in Nelspruit which caters for all medical procedures.

COVID-related travel date questions

What happens if you've booked for a date and the lockdown gets extended, or travel between provinces is not permitted or prohibited due to a further lockdown?

We fully understand that certain factors such as the different levels of lockdown may have an impact on your planned travel dates. Even after you've made your reservation, we will accommodate the postponement of your planned travel dates.

What's the cancellation policy?

Our cancellation policy can be found [here](#).

To learn more about COVID-19 in South Africa, please visit sacoronavirus.co.za.