

COVID-19 Protocols

Book with Confidence



Ghoha Hills & Nogatsaa Pans are in remote parts of Chobe National Park with wide open spaces, low density of tourists, lots of fresh air and sunshine.

We have always prided ourselves in the high standards we have set for our Lodges, guests and staff safety and cleanliness, guaranteeing guests the peace of mind to enjoy their stay & safari with the utmost confidence.

Education, training and prevention is the key to safeguarding the health of our employees and guests. Our all-encompassing approach starts before guests arrive, through their entire safari experience with us up until our farewell.

Protocols additional to Botswana Government requirements are practiced, this ensures highest standards of health and safety measures for guests seeking peace of mind on Safari.

The past months in lockdown have been used to train staff in our enhanced protocols in readiness preparedness for our re-opening.

Some of the steps that will be in place to mitigate the risk of infection



NOGATSAA PANS
C H O B E

OUR PROTOCOLS

Check-in:

A Covid-19 safety briefing and traveller health survey upon arrival.

Safari Vehicles:

Our open safari vehicles present a low risk with maximum 6 pax per vehicle.

Seats are individual seats with a spacer table between seats so you will not be seated next to another person

Sanitizer, anti-bacterial handwash and disposable paper towels is available for guest use.

Vehicles will be sanitized before and after every game drive, with utmost attention given to public surfaces or shared objects such as armrests, seat belt buckles, support grabs, door handles, etc.

Picnic items and other shared items like chairs will be sanitized after every use.

Driver guide to wear mask at all times, screened daily and temperatures and symptoms noted and recorded.

Mealtimes / Food preparations:

Special precautions will be taken during mealtimes - both in preparation and serving.

Breakfast will continue to be served in the restaurant and we will take your order the night before. The selected items will be served to you at your table. The buffet service we previously offered will not be available at this time.

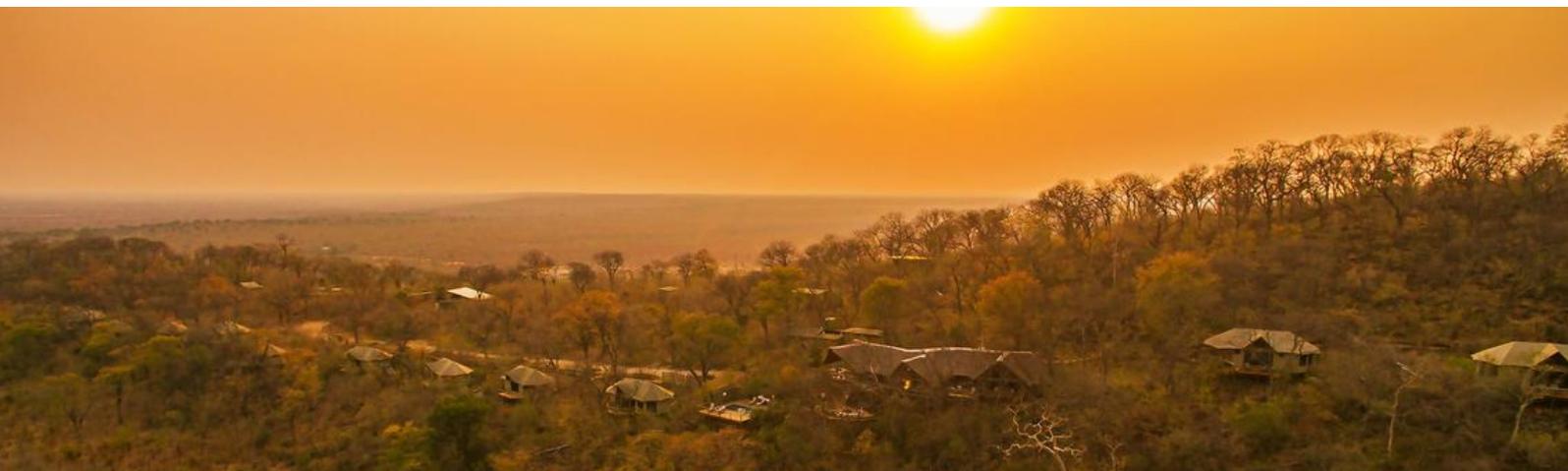
Lunch and evening meals are served as above – direct to your table and tables.

If you travel with your own water bottle and we will happily refill it for you – otherwise all water will be served in sealed water bottles

The tables in the restaurant areas have been distanced according to the recommended norm.

Kitchen / Restaurant staff all follow stringent hygiene protocols and will always be wearing masks and gloves.

A cloche will be used on all plates for serving.



Rooms / Public spaces:

Constant monitoring by management and supervisors to ensure processes and procedures are being followed.

All areas are paperless and decluttered

Increased frequency of sanitizing and cleaning public areas.

Extra sanitizing of the most frequently touched areas – light switches, door handles

Rooms will be cleaned and sanitized to the highest standards with extra care and attention being taken to disinfect all points of frequent contact such as door handles / light switches

Pump action amenities in your bathroom will always be disinfected after every check out

A room seal on guest room doors and bathroom ensuring guests their room has not been accessed after being thoroughly cleaned.

General:

Daily temperature and symptom screening of staff and guests to identify and isolate sick people or those with symptoms – staff with increased temperature or related symptoms will be taken off site to our nearest medical center.

All staff and guests are expected to wear a mask except when they are in their own room or away from other guests.

Our staff will participate in our responsible and thorough hand washing protocol throughout their shifts.

Hand sanitizer and spare sealed masks will be available to all guests.

Appropriate social distancing will be observed.

We have increased our maintenance and technical checks for disinfection of water in our pool / showers / laundry / kitchens