



# segera | covid-19 protocols

Welcome back to Segera, the perfect place to enjoy a spectacular, private and safe vacation in our 50,000 acres of remote, pristine wilderness. Segera continues to offer a bespoke experience in a retreat which allows complete privacy from other guests. We look forward to welcoming our guests and continue to offer the celebrated Segera experience with enhanced protocols and elevated standards of quality and hygiene, enabling our guests a rejuvenating and magical stay with the ultimate peace of mind.

## SEGERA TEAM

### PRE-ARRIVAL

- Have undergone COVID-19 testing and certification
- Have completed specific COVID-19 training, including strict hand hygiene and proper PPE use

### ON DUTY

- Daily screening and temperature recording of all retreat and ranch team members
- Face masks worn at all times and gloves where applicable when performing all duties
- Hand washing with clean running water and soap for 20 seconds frequently, as well as before and after any contact with guests or items belonging to guests
- All team members live on site, controlled movements on Segera
- No direct contact (i.e. handshakes) permitted between team members or with guests

## SEGERA GUESTS

### ON ARRIVAL

- Temperature of all guests taken upon arrival
- All guests required to present a COVID-19 free certificate upon arrival, in line with Kenyan law
- Issued with hygiene pouch containing 4-layer masks, alcohol-based hand sanitizer and antibacterial wipes

### DURING YOUR STAY

- Daily temperature recording of all guests throughout their stay using a contactless infrared thermometer, in line with Kenyan law
- Masks to be worn at all times when not in villa
- Sanitizer and hand washing stations positioned strategically in all areas throughout the retreat





## DURING THE STAY

### GAME DRIVES

- Guests given exclusive vehicle use (sanitized between uses)
- Vehicles kitted out with spare hygiene pouches
- Guests remain with same driver and vehicle throughout their stay
- Two re-usable complimentary aluminum water bottles with name tags will be issued to each guest on arrival
- Bottles to be hygienically cleaned and disinfected daily by villa attendant as part of turn down

### WELLNESS

- Private massages available with masked therapist, fresh linen and full room sanitization
- Strict monitoring of swimming pool chlorine levels and routine sanitization of sun loungers
- Private access to gym only on request

### VILLA ATTENDANTS

- Villa attendants wearing masks and gloves while performing cleaning tasks
- Laundry and linen for each villa handled separately
- Same villa attendant assigned to one villa for the duration of a guest's stay

### SEATING AT MEALS

- All meals are private dining with clean and sanitized tables and seats

### FOOD & BEVERAGE SERVICE

- One dedicated waiter per guest group throughout their stay
- Gloves worn for food preparation

