



# COVID-19 PROTOCOLS

*Pondoro is ready to welcome you back.*



## QUESTIONNAIRE

- All guest will be required to complete a medical and travel declaration. This will be prior to arrival/during check-in/pick up as appropriate to confirm their clean health status, giving confirmation of no contact with COVID-19 infected individuals within the last 14 days.



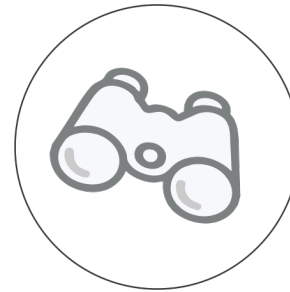
## SCREENING

- Non-contact temperature screening of all guest and the recording of the data will be conducted daily.
- All staff will be checked prior to the start of their work shift.



## GENERAL HYGIENE

- Hands shall be sanitized on entry to the lodge and there will be visible and transparent promotion of sanitation and hygiene efforts.
- Handwash and soap dispenser stations throughout lodge areas.
- Extensive and enhanced cleaning and disinfecting procedures are carried out in all rooms and shared spaces.
- Guest and all luggage treated with sanitizer on arrival.
- Extra cleaning protocols with focus on high contact areas.
- Extensive cleaning of fitness and wellness areas with special attention to high-contact areas.



## SAFARI'S

- Max of 6 guests per vehicle unless the party is traveling together.
- All lodge and transfer vehicles are extensively sanitized between transfers, tours and game drives focusing on high contact areas. This includes the sanitizing of all game viewing aids.



#### AVOID CONTACT

- Verbal and visual greetings without touch.



#### FOOD PREPERATION & DINING

- Rest assured that we aim to ensure that we maintain food safety and hygiene standards, food quality and the general guest experience.
- All kitchen staff wearing protective equipment.
- Snacks individually packed.
- Ventilation maximized.
- Strict hygiene protocols apply for all suppliers and deliveries.



#### ROOM PROTOCOLS

- We have elevated our rigorous cleaning procedures for all rooms with thorough sanitizing after each departure.
- Hand sanitizer in all rooms for guest rooms and for purchase.
- All cleaning staff sanitized before entering next room.



#### STAFF EDUCATION

- The health and safety of our staff is vital during these times.
- Wellness checks for all staff are done on a daily basis before they enter the lodge.
- Training on personal protective equipment and mandatory wear, as per the tourism guidelines, will be conducted.
- We have appointed a Health and Safety Team, to implement and oversee all new practices and training.
- All staff will undergo mandatory cleaning and sanitization training, including enhanced cleaning protocols as guided by our partners at Hychem, to ensure a safe working environment.



#### SOCIAL DISTANCING PROTOCOLS

- Physical distancing protocols to be maintained by ensuring 1,5 m between individuals in:
  - all public areas
  - allocation of dining room tables and decks.



#### ENHANCED SAFETY AND CLEANLINESS

- We have introduced enhanced hygiene and safety measures across high-contact areas at the lodge.
- This includes the enhanced cleaning and disinfecting of common touch areas, e.g. public areas, public bathrooms.
- All non-porous, metal or plastic non-disposable equipment, as well as surfaces, will be cleaned and then disinfected regularly.



#### MEDICAL SUPPORT

- Supported by Hoedspruit Medical Rescue, a high-quality emergency medical response service and private ambulance.



#### GUEST EXPERIENCES & CARE

- Social distancing will be ensured throughout the lodge.
- We request that masks are worn, if you are in a public space and are in close proximity with other guests and staff.
- We encourage guests and staff to follow stringent hygiene practices of regular hand washing, sanitization and limited hand face contact.
- Offsite activities such as the Black Mamba Tours are subject to change.