

2020 - 2021

Green Safaris



Covid-19 Safety Protocols



SAFE WITH US

We would like to reassure that we are entirely focused on the experience of our guests and our priority, always, is your health and safety.

Our properties have developed a prevention programme focused on providing care, confidence and comfort to our guests, our team and communities within the new COVID-19 environment.

Our programme has a comprehensive sanitisation program adhering to the latest information, protocols and tools from the world's leading health experts and our local government authorities.

It is equally important to us that we ensure the reimagined experience remains true to our personality, style and of course your experience remain as truly exhilarating as they always have been.

We are very fortunate each of our properties enjoy privileged and exclusive locations in mostly remote secluded areas.

Our enhanced safety and cleanliness measures are listed in the following pages. We're happy to answer any further questions you may have when considering a stay with us.



GENERAL SAFETY PROTOCOLS

Our teams follow all the general safety recommendations outlined by WHO, and our local government Covid-19 Safety guidelines.

We provide hand sanitisers, spray disinfectants, and disposable paper towels in all areas.

Our staff wear face masks and are screened on site to ensure they're safe and so are our guests.

We do temperature checks daily and anyone with a temperature above 38° C will be taken to a predetermined isolation area for secondary temperature screening and our local Health Organization will be notified.

Our teams are using the necessary PPEs as requested by our local Health Organizations these include gloves, face masks, any other COVID protection items. Customers are advised in advance to come with their own. However, our properties will have spares to supply customers under exceptional circumstances.





STANDARD GUIDELINES

1. Physical Distancing, 1m distance
2. All properties display Safety signage
3. Each Property has a COVID19 Team Leader.
4. Our teams are trained in safety and security protocols; and safe service delivery.
5. Our staff are tested for COVID 19 initially and regularly thereafter.
6. Waste disposal – all COVID-19 related waste will be separated from other waste and disposed safely.
7. Continuous monitoring of well-being of team members.
8. Staff showing symptoms will not report for work.
9. We use no touch-checkin services including payments.
10. Each property has in place well defined cleaning and disinfection procedures for members of staff to follow.
11. The properties keep a register for customer details to assist with investigations should a COVID19 case be traced back to the establishment (Full names, residential address, date of birth, email address and phone number).
12. Each property has a database of official COVID19 contact centres.
13. Should there be a COVID-19 suspected member of staff or guest, relevant steps are taken to inform and evacuate the victim to the official COVID management centre. Identification and management of contacts will follow (face to face, physical or other applicable traces).



PRE-ARRIVAL, ON ARRIVAL, DURING YOUR STAY

PRE-ARRIVAL: From before you arrive at any of our properties our teams have worked hard to ensure your safety.

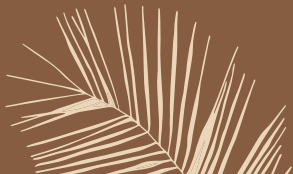
1. We ensure you're booked in & checked in prior to your arrival at our properties to avoid crowding at any given time.
2. Our reservations teams process client Travel Declaration forms digitally.
3. We ensure each of our rooms are thoroughly cleaned and disinfected before the guests arrive. Rooms with same day check in's will be required to vacate rooms earlier in order to allow for thorough cleaning. Our teams require 8 hours to do comprehensive cleaning and sanitizing.

ON ARRIVAL

1. Each of our properties have screening stations on entrance before you enter the building.
2. We encourage disinfecting shoes, luggage and any other relevant materials.
3. We encourage contactless check-in and provide guests with necessary hygiene adherence information.

DURING YOUR STAY

1. We ensuring availability of germicidal disinfectant/wipes for surface cleaning especially for staff manning high touch points such as reception, guest relations, porter desks etc.
2. Staff and clients are directed to be in PPEs at all times.
3. Common areas will have ongoing, constant cleaning and disinfecting throughout the day / night.
4. We have designated specific rooms for possible sick or quarantine guests who must be away from all public areas in the establishment.
5. We have in place on-call arrangements with Medical facility/personnel.





STAFF INSPECTIONS

- All staff are required to wear masks and have been given training sessions to understand health and safety protocols. Staff will also be required to regularly test for Covid-19 when tests are available.
- Staff will be compensated to stay home when not feeling well
- A staff member will be in charge of daily inspections.

In the event that a staff member or guest is tested positive they will be:

- Taken to isolation area & separated from others
- Symptomatic guests all assessed
- Request that the ill person wears a medical mask and practices respiratory hygiene
- Contact Health Authorities
- Property Management to enable transport to designated private health care facility
- All staff in attendance to wear protective equipment
- Property management will implement stringent cleaning of infected room and areas.



FOOD SERVICE

We have regulated the number of customers at any given time to avoid overcrowding (demand management mechanisms).

- Seating configuration and spacing times of 2 meter distances between guests and staggered meal times
- No touch menus, chalk boards and other display mechanisms replace paper and contact menus
- Dining areas are modified to ensure an uncompromised dining service with minimal contact and adhering to safety and hygiene regulations
- In suite / In room dining
- Adapted catering solutions have been designed and customised per property.
- Breakfast boxes and served meals replace all buffet options
- Meals and snacks are individually packaged and wrapped with stricter hygiene standards
- We encourage private dinners for social distancing
- Room service is available at most of our properties
- We apply thorough disinfection of cutlery / utensils.
- Our teams use disposable gloves during meal preparations and wash their hands between glove changes





TRANSPORT, GUIDES & GAME DRIVES

Our drivers and guides undergo screening before each activity and are fully trained on best practice procedures for limiting or containing any risk of infection.

- Private transfers are available
- Private Charter flights are available
- Private drives / activities are arranged to suit clients and to ensure social distancing we allow a maximum of 6 guests in a game viewing vehicle which takes 9 unless guests have come as a group.
- Snacks are packed individually
- Hand sanitizer is available for the duration of the drive. Guides are required to wear masks
- Guests are not required to isolate for any amount of time before they arrive
- After every use each vehicle or boat with go through cleaning and disinfecting





RIVER CRUISES & FISHING

RIVER CRUISES

1. Customers are required to hand sanitise or wash hands before boarding
2. We ensure spacing of at least 1 meter and limit the number of members on the boats.
3. We conduct a disinfection of table cutlery/ utensils before and after use.
4. All meals are plated and served on tray during the cruise.
5. We disinfect onboard sanitation facilities at least every 30 minutes.
6. We provided sanitiser on board.
7. We disinfect the boat thoroughly before and after each trip.

FISHING

1. Client temperatures must be taken before boarding the boat.
2. We provide sanitisers at the signing point for indemnity forms.
3. We regulate number of clients to observe the recommended 1 metre distancing by the Ministry of Health.
4. All clients and guides wear face masks during the excursion.
5. Snacks are plated per client
6. The boats are disinfected before and after each fishing excursion.
7. All fishing equipment and tackle must be disinfected before and after each trip.





WALKING SAFARIS & QUAD BIKING

WALKING SAFARIS

1. Binoculars are disinfected before use and must not be shared.
2. Guests and guides must maintain 1 meter spacing during the walk.
3. Our teams provide sanitisers at the signing point for indemnity forms.
4. Guests and guides are required to sanitise and disinfect on return to the lodge.
5. The lodge will always have a back up vehicle in case of an incident during the activity

QUAD BIKING

1. Our teams disinfect the quad bike before and after each trip.
2. Our teams disinfect the Helmets before and after the Trip.
3. We allow one client per quad bike unless traveling in a pair
4. We ask guests to observe social distancing during safety briefing.
5. Our teams and guests must wash and sanitize hands before and after the trip.





SWIMMING POOL AREAS

1. Our Swimming pools are open and properly chlorinated
2. We allow a maximum of one swimmer per per 3m in our pools at a time
3. Social distancing in the pool must be maintained at all times
4. All pool equipment used is cleaned after/between use.
5. We provide hand sanitiser and/or soap at poolside.





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