

NATURAL



SELECTION

SAFARIS OF CHARACTER

KEEPING YOU SAFE ON SAFARI

Procedures implemented across the Natural Selection Camps, in line with WHO recommendations and TBCSA Protocols.



BOTSWANA • NAMIBIA • SOUTH AFRICA

WELCOME



At **NATURAL SELECTION** we believe the call of the wild has never been so strong. Never have we craved the great outdoors, wide open spaces and the chance to **RECONNECT WITH NATURE** like now. But we also understand that things have changed and we need to take every precaution to keep our guests, staff and communities healthy. We understand that some people may feel nervous about travelling so we have outlined the **PROCEDURES** we have implemented to make a safari with Natural Selection as **LOW RISK** as possible.

We are lucky that our **SMALL CAMPS** are located in some of the continent's wildest places, where often we are the only guests. However we will still be taking every **PRECAUTION** to ensure our camps are as **SAFE** as can be.

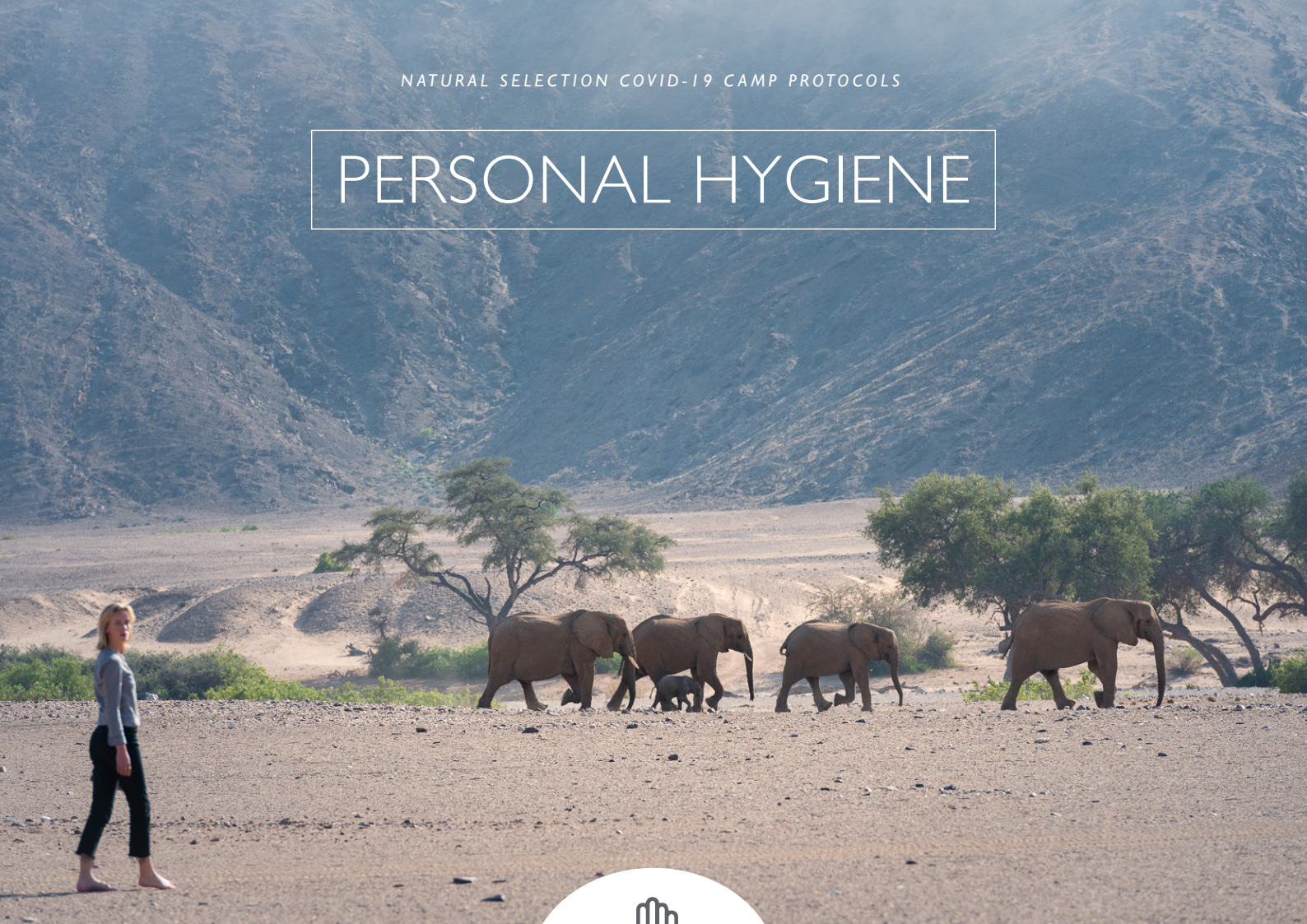
The following procedures have been drawn up using the **EXTENSIVE GUIDELINES** from the Tourism Business Council of South Africa as well as recommendations from the World Health Organization.

If there are questions they do not answer please don't hesitate to contact us.

*We look forward to seeing you back in the wild soon,
James, Dave, Jen and Colin*

THE NATURAL SELECTION FOUNDERS

PERSONAL HYGIENE



All staff will **WEAR MASKS** at all times. Guest will be required to wear masks at all times except in their rooms, if they are seated **TOGETHER** in a small group travelling together, and while eating or drinking.

TEMPERATURES will be taken **TWICE DAILY** and recorded.
For both staff and guests.

Hand **SANITIZING** stations will be set up at every entrance/exit to the camp, with wipes and appropriate **NON-TOUCH BINS**.

GLOVES will be worn for housekeeping, vehicle cleaning, washing-up and laundry.

Disposable **PLASTIC APRONS** will be worn during room cleaning, for clearing and washing up.

All staff will **WASH HANDS RIGOROUSLY** with soap and water and/or sanitize hands before and immediately after entering work area or vehicle, and **THROUGHOUT** their shift.

UNIFORMS will be **WASHED DAILY**.

ARRIVAL IN CAMP



All guests will have their **TEMPERATURE** taken on arrival.

All guests will be briefed on the **SAFETY** measures and **PROCEDURES** implemented in the camp and shown sanitization stations.

Management will explain the procedure that will be followed if there is a suspected case of **COVID-19** in camp.

All guests will complete a **MEDICAL** and travel **DECLARATION**.

All luggage will either be **SPRAYED** with a disinfection spray after off-loading or wiped with **SURFACE SANITISER**.

STAFF handling luggage will **SANITIZE** or wash hands immediately before and after touching luggage.

GUEST TENTS



Guests will be offered a **CHOICE** to have their bedrooms **SERVICED** daily or not and whether they wish to have a turn-down service at night or not.

Hand **SANITISER** will be provided in **ALL GUEST ROOMS**.

To **REDUCE SURFACES** in rooms, all excess softs (*cushions, throws, blankets etc*) and décor items have been **REMOVED**. Extra items such as sewing kits, magazines etc., are available on request.

On **CHECK OUT**, all furniture, surfaces, movable items, wall **SURFACES** close to traffic / seating / lying areas, and all floors will be thoroughly cleaned with an effective **DISINFECTANT** and bathrooms thoroughly cleaned including all wall surfaces.

Where possible, depending on occupancy, rooms will be **LEFT EMPTY** for 1-3 days for extra airing.

MEAL TIMES



All dining will be **PRIVATE DINING** per family/group travelling together and tables will be **SPREAD OUT** and set up **OUTDOORS** as often as possible.

If the dining area is **NOT BIG ENOUGH** to accommodate all guests at one time in a comfortable and safely distanced manner, **MEAL-TIMES WILL BE STAGGERED.**

Guests will be provided with brown paper bags to **STORE THEIR MASKS** in while they eat. The bag will be marked 'outside' on one side, so that the mask is always against that side of the bag. Alternatively, new **DISPOSABLE MASKS** will be issued to the guests after each meal.

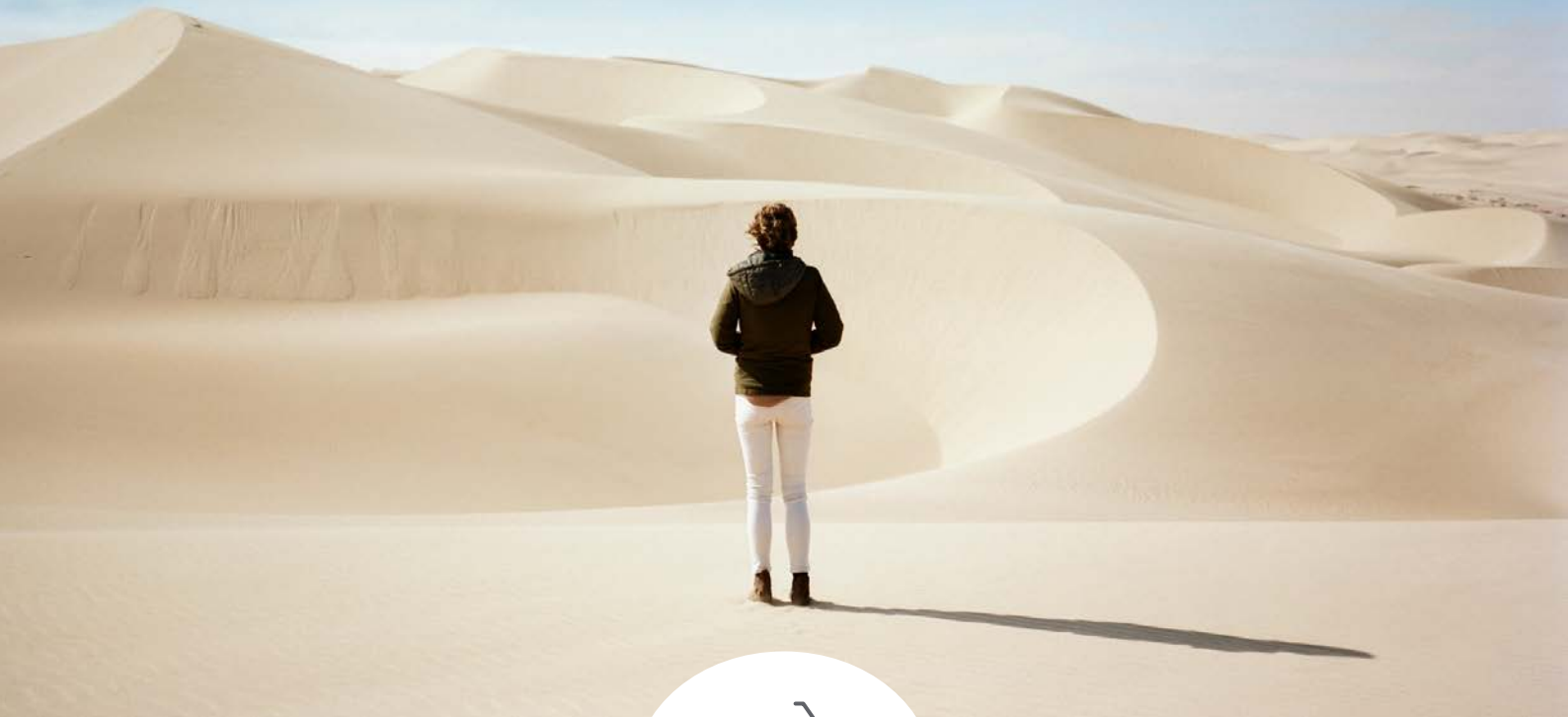
The **COFFEE MACHINE** will be manned by one member of staff only, removing the need for self-service tea/coffee stations.

MENUS will be **DISPLAYED** in picture frames or on **CHALK BOARDS** so they can be read without touching.

PAPER napkins will be used and all salt and pepper dispensers and toothpick holders will be **CAREFULLY SANITIZED** before and **AFTER EVERY MEAL.**

CONDIMENTS and **SAUCES** will be presented in **INDIVIDUAL PORTIONS** for groups of guests to avoid contamination.

ACTIVITIES



We have the fantastic benefit of offering activities in the **FRESH AND OPEN AIR**, where risk of transmission is reduced.

Our game drive **VEHICLES** will be carefully **SANITIZED** before and after every activity.

Any **OTHER VEHICLES** used for activities, such as mekoros, boats and quad bikes, will undergo the same rigorous **SANITIZATION** procedure before and after every activity.

Guests will be seated in the **FRONT** and **WINDOW SEATS ONLY** – the middle seats will not be occupied, allowing for more space and comfort.

All guides will be well versed in the **CLEANING PROTOCOLS** for their vehicles, and ready to offer **HAND SANITIZER** and **WIPES** to guests at all times during the activities.

Guides and guests will **WEAR MASKS** at all times.

All **SNACKS** and refreshments will be offered in **INDIVIDUAL PORTIONS** rather than communal sharing bowls, and all drinks bottles, glassware and other 'sundowner' items will be carefully **SANITIZED** and stored safely after each use.

BUSHMEN walks will **CONTINUE** at the Makgadikgadi properties.

All **SWIMMING POOLS** will be open for use.

Spa treatments are temporarily suspended.

YOU ARE IN SAFE HANDS

What if there is a suspected covid-19 case in camp?



If a guest has **SYMPTOMS ON ARRIVAL**, and they cannot immediately return home, a medical professional will be contacted and they will be accommodated in a designated **COVID-19 ROOM**.

Based on the medical professional's recommendation, the guest will either be **REFERRED FOR A TEST**, examined, recommended to continue **SELF-ISOLATING** with or without medication, or referred directly to a hospital for admission.

Any person with **SUSPECTED COVID-19** will remain in a **SEPARATE** designated room, with their own bathroom.

A guest with **SUSPECTED COVID-19** may **NOT PARTICIPATE** in activities or meals – they will be served at a safe distance by a staff member at their room.

One **STAFF MEMBER** will be assigned as the point person for the suspected case.

Any **VEHICLE** or **ROOM** used for transport or accommodation of a suspected case will be **DEEP CLEANED** and **DECONTAMINATED** afterwards.

Any **STAFF MEMBER** coming into **CONTACT** with the sick guest or other staff member, will **SELF-ISOLATE FOR 14 DAYS**.

PARTNERS IN KEEPING YOU SAFE

**NATURAL SELECTION WORKS WITH THE FOLLOWING
MEDICAL EMERGENCY COMPANIES:**



BOTSWANA

Okavango Air Rescue Centre
www.okavangorescue.com

NAMIBIA

E-med Rescue 24
www.emedrescue.com

SOUTH AFRICA

SATIB
www.satib.co.za

We are following the country-specific government procedures in each of the areas that we operate. These directives are constantly evolving and we are adjusting our protocols accordingly. This document will be updated regularly but please check government websites for the most up to date protocols.

It is essential that all guests are aware of their personal travel and medical insurance with regards to COVID-19.

marketing@naturalselection.travel
+27 21 001 1574