



WILD HORIZONS

AFRICA'S GREATEST ADVENTURES —————

COVID-19 PROTOCOL



'SAFE TRAVELS'

WILD HORIZONS TOURS, TRANSFERS
& ACTIVITIES



Our Commitment to you



During this pause in tourism, we have been focusing on a post-Covid travel reality by implementing extensive new Health and Safety protocols. We understand that once travel restrictions are lifted, there will be concern around global travel and we will respond proactively, leading with compassion and diligence. The health and well-being of our travellers and team has always been, and always will be, our primary concern.

Here are some important new steps and procedures that we have implemented to enhance hygiene protocols, to comply with physical distancing requirements by relevant world health authorities and to give you the peace of mind when you are traveling during these new times.



ON THE ROAD PROTOCOLS

Our vehicles are sanitized before the start of each trip and have always been kept to very high standards. Drivers will now be trained with the latest hygiene protocols and will clean and disinfect all surfaces including handrails, door handles, seats, and air-conditioning filters on a daily basis. All of the Wild Horizons guests will be asked to follow hygiene practices recommended by the World Health Organization including the thorough and regular washing of hands and sanitizing when required. Hand sanitizer is freely available on board for the guests to use throughout the day.

- All individuals being transferred by Wild Horizons vehicles shall undergo temperature screening.
- Vehicles will be filled up to 50% capacity in line with social distancing requirements.
- All individuals shall sanitise their hands before and after each tour.
- All clients are advised to bring their own face masks and will be required to wear their face masks before boarding the bus or vehicle
- Drivers handling luggage shall wear gloves
- Step on guides are required to bring their own microphones
- The same bus shall be used for each tour group, from start to finish.
- All vehicles to have adequate waste bins or bin liners that should be covered at all times



GUIDED TOURS

The Wild Horizons Team has spearheaded a complete review of the sanitation and hygiene measures around guests' experiences and interactions while on their guided tours of Victoria Falls, from the moment they meet their Guides and Trip Managers and throughout the immersive excursions they will experience on each trip.

Our guided tour groups will be smaller to ensure that the required physical distancing is maintained. Smaller groups also mean less queuing whilst embarking and disembarking, as well as at the venue, so it is easier to maintain a comfortable physical distance. In addition to smaller groups, the following measure will be implemented on our tours:

- During the tour, clients shall be required to maintain at least 1 metre distance from other individuals(except members of immediate family (husband/wife or parent/child) as per WHO recommendation.
- Face masks shall be worn at all times.
- Guides shall ensure that raincoats hired from third parties are disinfected before use by clients.
- To minimise contact, clients shall be advised not to ask a member of staff to take a group photo of them





RAFTING, HIGHWIRE & CRUISES

Outdoor adventure travel is set in natural, open spaces and accommodates smaller groups, ensuring social distancing. In addition to our standard rigorous safety measures, the following processes will be in place for all Highwire Activities, White Water Rafting Expeditions and Zambezi River Cruises.

- All equipment such as harnesses, canopy tour gloves, life jackets and paddles will be sanitised/wiped with disinfectant before and after use by client.
- Staff and Clients shall be required to wear face masks and adhere to physical distancing requirements when signing up for activities.
- Rafting life jackets shall be soaked in disinfectant and washed accordingly after use.
- The seating on vehicles will be arranged to comply with physical distancing requirements specified by the World Health Organization.
- All staff serving food on the boat shall wear face masks and gloves.
- All indemnity forms will be filled in electronically, as has always been a feature of our sustainability policy, and after each use the iPads will be sanitised.
- Hand sanitation stations will be available at the entrance to the cruise boats and at the Highwire and Rafting sites.



Wild Horizons has always been guided by a far-sighted objective to protect and preserve our precious natural environment for future generations, while creating memorable journeys to this beautiful region of the world for today's traveller. When the lockdown is lifted and travel resumes, we are ready and look forward to introducing guests to the excitement, awe, and natural wonder that Victoria Falls has to offer.

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