



COVID-19 SAFETY MEASURES

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WELCOME BACK TO BUNDOX

At Bundox Safari Lodge, we have been preparing to welcome tourists back to South Africa by making changes to the way we provide our services.

New SOPs are in place for every touch point and guest experience that characterizes a stay at a Bundox Safari Lodge.

Our priority is to ensure that we provide the safest possible environment for our guests and our staff while providing an unforgettable safari experience.



GUEST ARRIVAL & WELCOME

Our guests will still enjoy a special welcome experience, with the following measures in place:



All guest passport details are to be provided prior to check-in.



On arrival, guests will be required to use provided hand sanitizer and have their temperature monitored.



Hand-washing facilities will be available, with single-use paper towels provided for hygiene purposes.



Our staff will be wearing face masks and gloves, and interaction with guests will be contactless and from a safe distance.



Check-in forms and indemnities will be provided to the guest prior to arrival.



Welcome drinks will be served from a tray without contact and guests are to maintain a safe distance.



The welcome briefing to guests will include details of our safety and hygiene measures in place and what is required of guests during their stay (including the use of masks and gloves and keeping safe distances from other guests).



Luggage need to be handled by the guest.



Face masks will be available for purchase for guests who do not have appropriate or clean masks with them.



Dining Experience

'Out of Africa' dining experiences will still be available, with the following measures in place:

- ✔ Guests will be required to use provided hand wash and sanitizer. Guests temperature will be taken before each meal.
- ✔ Bundox Safari Lodge have lots of unique dining locations, both inside and outside, offering private dining experiences at mealtimes.
- ✔ Only two guests per table is permitted, unless a travelling group of more than two has been confirmed at the welcome briefing.
- ✔ Our staff are all trained on using minimal contact and communication during service and can take orders from a safe distance.
- ✔ All meals will be cooked to order and served plated, not family-style.

Activities

Our morning, afternoon & full-day activities will operate for guests, with the following measures in place:

- ✓ A maximum of six people will be permitted per safari vehicle except for groups that are travelling together.
- ✓ Guides will wear face mask and gloves during all activities.
- ✓ Guests must also wear face masks while on any activity.
- ✓ Guests will be served their morning coffee or sundowner drinks at the table by the car.
- ✓ Activities will take place in open-air vehicles, which will be disinfected after each activity.
- ✓ Hand sanitizer will be available for guests and guides and is to be used before departure of each activity and throughout the activity.
- ✓ Guests are asked to sensibly practice social distancing throughout all activities and whilst having meals.



Cleaning of rooms

*Our guest rooms will be thoroughly cleaned,
with the following measures in place:*

- ✓ Guests can advise on check-in if they wish to minimize housekeeping to avoid interaction.
- ✓ All housekeeping staff will wear face masks and gloves while cleaning and use disinfectant for cleaning down all surfaces and door handles, which will be done in the morning when preparing rooms.
- ✓ Each room will undergo a deep clean between guest checkout and next guest check-in.
- ✓ No spare blankets or pillows will be available in rooms.
- ✓ Bed sheets will not be replaced every day, as per our current eco-friendly system, unless guests specifically request this service.
- ✓ At the swimming pool, all loungers are cleaned and disinfected as per our protocols and the water itself monitored to maintain a chlorine level to provide a virus free experience.



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COMMUNAL AREAS

We will have the following measures in place to protect staff and guests:



Hand sanitizer will be available throughout the camp and soap and paper towels will always be available in public bathrooms.



A staff member will be assigned to regular sanitization duties of surfaces (including door handles, metallic surfaces, counters, etc).



Social distancing rules apply, and seating will be arranged to ensure at least one-meter distance between guests.



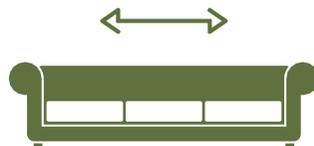
Dining: Family style options for dining will not be available and all surfaces will be disinfected after each meal.



At the bar: the barmen will wear face mask and gloves to handle drinks and serve on a tray.



Pool water will be monitored to maintain a chlorine to provide a virus free experience.



In sitting areas and on sofas: guests will be encouraged to practice social distancing.



Around campfire: guests will be encouraged to practice social distancing.



Disposable paper towels, bins, handwash and sanitizer will be placed in strategic areas.



Spa@Bundox

Our spa has put in place the following measures to protect our guests and staff:

- ✔ Guests required to shower before and after treatment.
- ✔ Masseuse will thoroughly wash hands before and after treatment, wear a face mask throughout the treatment, and change personal protective clothing after every session.
- ✔ The spa will be sanitized between each session and linen changed.
- ✔ Only back, neck and leg treatments will be permitted, no face treatments.
- ✔ Social distancing will be implemented as much as possible.

STAFF

We will have the following measures in place to protect staff and guests:



Staff will be trained in new standard operating procedures and up-to-date facts about COVID-19 (such as symptoms, how it is spread, guidelines and regulations, etc).



Staff will be educated on proper hygiene practices (such as coughing into elbow).



Staff will practice social distancing with other staff and guests and avoid direct contact (including shaking hands).



All staff will have their temperature monitored prior to commencing work, at the staff meeting.



Staff will regularly wash their hands with soap and water, especially when arriving and leaving main areas, and will be required to use provided hand sanitization.



Staff will be provided with multiple face masks and gloves for use throughout their shifts.



There will be a dedicated Covid Manager on duty.



We will stagger mealtimes for staff to ensure social distancing.



A quarantine room will be made available in the instance a staff member becomes ill.



Staff will only be permitted to visit Bundox for work-related purposes.



A quarantine period and measures will be put in place for staff returning to Bundox.



If a staff member becomes ill there is provision for quarantine onsite in specially allocated staff accommodation.

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