



DRAGONFLY AFRICA

COVID-19 BEST PRACTICE GUIDELINES

A MESSAGE FROM OUR CEO: MIKE WALLER

Dragonfly Africa has collaborated with our 3rd party suppliers to ensure that, as far as possible, full due diligence has been done to ensure that staff and facilities adhere to the highest possible standards. This is to ensure that guests and staff alike are afforded the necessary health and safety protection.

The following document has been compiled from feedback derived from a multitude of different suppliers and forms a blanket proposal for our clients to ensure peace of mind as far as possible, and that our clients are not exposed to any undue risk with regards to coming into contact with or contracting the Covid-19 virus.

We reserve the right to amend any of these conditions, should there be certain suppliers whose protocols differ from this, but as far as possible we will adhere to these standards or better.

In some instances, we will happily negotiate with respective suppliers to address specific concerns from our clients, to ensure that we meet or exceed their minimum standards. This proposal can be tailor-made to suit individual requirements.



COVID - 1 9 BEST PRACTICES GUIDELINES

GENERAL

GENERAL REQUIREMENTS FOR ALL GUESTS TRAVELLING AND OPERATIONAL STAFF ON SITE

- Reminder signage to be visible to ensure guests practice safe hygiene and social distancing
- All staff trained on preventative measures and cleaning protocols
- All staff provided with PPE in line with regulations
- Guest / staff temperature screening upon arrival. Guests to complete a COVID-19 medical questionnaire
- Hand sanitiser available to be used regularly by visitors and staff
- Guests to practice safe Social Distancing
- Mandatory use of face masks for all visitors and staff entering the premises





HOTELS / LODGES



C H E C K - I N / A R R I V A L

- Mandatory use of face masks for all visitors and staff entering the premises
- Non-contact guest check-in procedures are available and will be set out clearly per property
- Guest luggage and shoes will be sanitised



H O U S E K E E P I N G

- Guest rooms are sterilized before check-in, during your stay and in between guests
- Air conditioner filters are to be sterilized before each guest check-in
- High traffic and frequent contact areas to be sterilized on a regular basis
- Linen and towels washed on a hot cycle, as per World Health Organization's guidelines



F O O D & B E V E R A G E

- Dining facilities are restricted to maximum numbers as outlined in the Government Gazette, with social distancing measures in place. In-room dining is encouraged wherever possible
- No buffet dining
- All snacks to be individually packaged when required
- Mandatory use of face masks for all visitors and staff entering the premises
- Guests to practice safe Social Distancing



A C C E S S C O N T R O L

- Gyms, swimming pools, bars, conference facilities and spas remain closed
- Mandatory use of face masks for all visitors and staff entering the premises





FLIGHTS



S C H E D U L E D / C H A R T E R F L I G H T S

- Guest temperature screening upon arrival. Guests to complete a COVID-19 medical questionnaire 24 hours prior to departure
- Mandatory use of face masks for all visitors and staff entering the premises
- Guests required to sanitise hands before boarding
- No food service in airport lounges or onboard aircraft. Only bottled water and soft drinks available
- No onboard magazines
- Staggered and controlled embarking / disembarking with safe social distancing





TRANSPORT



RELEVANT VEHICLES

- Vehicles will be filled to maximum 50% of vehicle capacity
- Minimal exposure between driver and passengers using perspex screen on coaches
- Use vehicle's climate control system to improve fresh air intake / air circulation to increase airflow that reduces contaminant build up and encourage open windows where possible.
- Staggered and controlled embarking / disembarking with safe social distancing



SAFARI VEHICLES

- An allocated seating on the vehicle for the duration of a guests stay
- No sharing of binoculars & field-guidebooks



ON SITE

- At the moment of case detection, all group activities will be suspended immediately, especially those that involve contact with other people.
Responsible: hygiene assistant or client's coordinator or Dragonfly Africa staff.
- Dragonfly Africa must inform local authorities immediately by dialling 0800 029 999 to receive instructions.
Responsible: Dragonfly Africa staff.
- Dragonfly Africa will return the entire group to the hotel to begin isolation procedures.
Responsible: Dragonfly Africa staff.
- All indications by the local authorities will be attended to as rigorously as possible.
Responsible: hygiene assistant or client's coordinator or Dragonfly Africa staff.

