



COVID-19 PREPARATIONS

WHEN THE TIME IS RIGHT FOR YOU, **WE ARE READY**

"Rovos Rail has always emphasised health and safety and a high standard of cleanliness for our guests and team members. Rest assured we are fully committed to provide a safe environment that aligns with current protocols. We look forward to welcoming you onboard when the time is right for you."

MESSAGE

ROHAN VOS CEO OF ROVOS RAIL

OUR APPROACH

It is of utmost importance that you feel **confident and encouraged to travel**. Putting ourselves in your shoes and diligently following the guidelines of worldwide authorities ensures every preventative and supportive measure is taken to **protect you** while you **enjoy timeless experiences** with us. We will continue to provide and maintain a safe and **hygienic environment** for our guests and employees along with several **new expert protocols**. Our **Safety Council**, whose duty it is to uphold these protocols on site and on board, includes: the **Chief Operating Officer**; **Safety Manager**; an **infectious disease specialist**; a **Health & Safety consultant**; an **on-board doctor/nurse** and key heads of department involved in **Food & Beverage** and any **housekeeping**.

CURRENT & FUTURE BOOKINGS

In order to accommodate the varying worldwide travel restrictions, which we are monitoring closely, we have introduced special Covid-19 terms ([found here](#)) offering postponements or full refunds. We are acutely aware of the difficulties our clients are facing hence our drastically reduced terms, which have been meticulously curated to support our industry colleagues, our guests and our team.

awareness
consideration
prevention
experience



DEPARTURE & ARRIVAL LOUNGES			ON BOARD	
DEPARTURE & ARRIVAL LOUNGES	SCREEN DAILY THERMOMETER TEST FOR GUESTS & STAFF & QUESTIONNAIRE FOR GUESTS ON ARRIVAL 	DEEP CLEAN CONSISTENTLY DEEP CLEAN ALL AREAS & DAILY FOGGING (HOSPITAL-GRADE DISINFECTANT & SPRAYERS) 	SANITISATION DISPENSERS IN ALL PUBLIC AREAS 	TESTING PROCESSES IN PLACE FOR JOURNEYS ACROSS BORDERS
	SANITISE LUGGAGE 	MAINTAIN SAFE DISTANCING 1.5m ADVISED 	HYGIENE DISINFECTANT WIPES IN ALL SUITES 	AFFIRM ALL PRECAUTIONS TAKEN TO PROTECT GUESTS & STAFF ON EXCURSIONS
	INDIVIDUAL CHECK-IN PROCEDURES 	WEAR MASKS OVER NOSE & MOUTH UNLESS EATING OR DRINKING 	INDIVIDUALLY PLATE ALL MEALS, RESERVED SEATING & ROOM SERVICE 	SUPPORT <ul style="list-style-type: none">• TEST OUR STAFF BEFORE ALL JOURNEYS• SUPPORT & EDUCATE OUR STAFF• SETUP ISOLATION PROCEDURES• HAVE DOCTORS ON CALL• MAINTAIN & IMPLEMENT EMERGENCY PROTOCOLS

TBCSA COMPLIANCE CERTIFICATE
COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS



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