



COVID-19 Health and Safety Protocols

At Ongava our priority is to ensure that we offer the safest possible environment for our guests and staff whilst providing the exceptional experiences that we are known for.

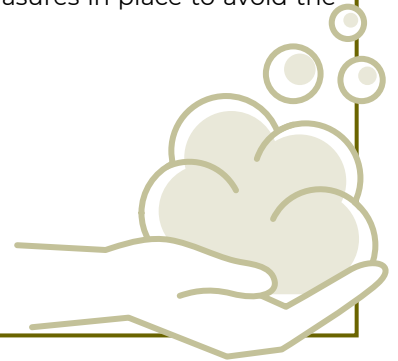
We have always focused on strict sanitation procedures at all our properties, and in light of the COVID-19 pandemic, we are following the advice issued by local authorities and incorporating all updates issued by the World Health Organization (WHO) and the Centres for Disease Control (CDC) into our policies.

Ongava staff have committed to a pro-active approach towards combating COVID and most of our staff members are already vaccinated. We would like to share with you some of the additional procedures that we have implemented to give you peace of mind when visiting to the Ongava Game Reserve.

Namibia is a country with vast open spaces and a warm climate making it your perfect holiday destination. It is famous for its unique desert landscapes and special wildlife. It also offers a variety of beautiful cultural experiences depicted by its friendly people.

To make Namibia the ideal holiday destination, authorities have put the following measures in place to avoid the spread of COVID-19:

- If you travel to Namibia, you will need proof of a negative COVID-19 (PCR) test
- When out in public, you will be required to wear a face mask, practice social distancing and sanitise your hands regularly
- If you don't follow the Namibian authorities COVID-19 regulations, you may be subject to legal process, including fines
- The Namibian authorities have rolled out vaccination initiatives throughout the country to promote the safety of all travellers and citizens



PREVENTATIVE AND PROACTIVE SAFETY MEASURES

PRE-ARRIVAL PROCEDURE

To confirm a reservation, the following information will be required:

- Full passport details of all travellers
- Contact details of all travellers
- Full travel itinerary for time in Namibia
- Country guests are traveling from
- By confirming your booking, you agree to adhere to Ongava COVID protocols

GENERAL PROTOCOLS FOR GUESTS

- Compulsory wearing of masks
 - Please bring along your own mask, should you not have a suitable one, there will be masks available for purchase in our gift shops.
- Regular sanitisation of hands
 - All guests will receive a complimentary hand sanitiser to keep with them. Feel free to use this frequently
 - free refills of hand sanitiser are available
- Practicing of sensible social distancing



STAFF

- Staff are provided with the appropriate personal protective equipment specific to their job conditions and worn as per health and safety guidelines
- Staff are informed and educated on heightened hygiene and social distancing protocols
- Staff are trained and regularly updated with educational material on COVID-19 related developments
- Continued access to support and medical services are available to staff

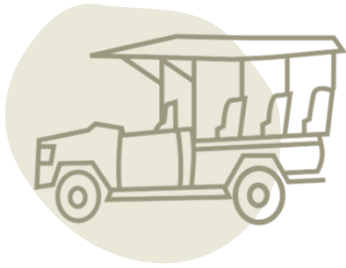
SUPPLIERS AND PARTNERS

We actively work with our transport partners (air and ground) to ensure all prescribed hygiene and safety measures are in place in line with COVID-19 recommended protocols. The safety of our guests and staff is our first priority.

SAFETY MEASURES FOR GUEST ARRIVALS AND DEPARTURES AT THE RESERVE

Our team understands that it is crucial to take extraordinary measures to stay healthy and to implement safety requirements. Therefore, the Ongava team is provided with ongoing training on sanitation and social distancing protocols with more comprehensive guidelines given to guest-facing staff and our housekeeping team.

Our staff are trained to practice non-contact greetings while still providing you with a warm Ongava welcome.



ARRIVAL BY VEHICLE

- The gate officer welcomes guests whilst wearing a mask
- Guests are required to sanitise their hands upon entry
- Guests should ensure that they have their voucher or booking confirmation ready for display to the gate attendant
- Guests receive a permit to enter the reserve with directions to lead them to their lodge

ARRIVAL BY AIR

- The airstrip attendant welcomes guests whilst wearing a mask
- Upon disembarking the aircraft guests are required to sanitise their hands
- All luggage handles are sanitized on arrival
- High contact areas in the airstrip waiting area and rest rooms are disinfected regularly
- The airstrip attendant will serve tea and coffee as no self service will be available



TRANSFER TO CAMP FROM THE AIRSTRIP

- The designated guide welcomes guests whilst wearing a mask
 - A maximum of 6 guests are accommodated per vehicle, allowing for an open seat between guests
- High contact areas in the vehicle are disinfected prior to guest arrival and after use
- Guests are required to wear their mask on the journey from the airstrip to camp.

ARRIVAL AT THE CAMP OR LODGE

- Guests are welcomed with a friendly no-contact greeting by staff wearing a mask
- Fresh towels are handed to guests using tongs
- Welcome drinks are served on a tray without contact in the main area
- Hand sanitiser is available to guests and should be used on arrival
- Luggage is disinfected prior to unloading from vehicles and taken to guest rooms by staff wearing a mask
- The welcome briefings include details of safety and hygiene measures and what is required of guests
- Guests as well as their guides and pilots are required to complete our standard guest register, indemnity form and additionally the Covid Symptoms Statement
- All guests receive a complimentary hand sanitiser to keep with them. Guests are encouraged to use this frequently. Free refills are available on request.
- Face masks are available for purchase for guests who do not have appropriate or clean masks with them

COMMUNAL AREAS AT THE CAMP OR LODGE

Our open-air communal areas are still available for guests to enjoy with the following safety measures in place:

- Sensible social distancing is required
- Hand sanitiser is available for staff and guests
- Regular sanitisation of all surfaces and high contact areas

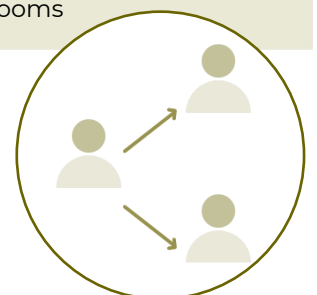
MEDICAL SUPPORT

- Our standard medical Evacuation and First Aid Policies remain in place.
- For suspected COVID incidents there are individual policies in place at each of our lodges for both staff and guests. Should a guest or staff member show or suspect any symptoms, they will be required to immediately self-isolate in their rooms until further medical treatment/advice can be arranged.
- We strongly suggest that each guest check with their medical insurance to ensure that they are covered for COVID related expenses.
- Mediclinic Otjiwarongo is the health facility closest to the reserve

GUEST CHECK-OUT PROCESS

Checkout procedures are advised based on camp requirements and guests travel arrangements. The following additional measures are in place:

- The designated staff will assist guests whilst wearing a mask
- Credit card machines are disinfected before and after each use
- Luggage handles are disinfected upon collection from guest rooms



PROACTIVE SAFETY MEASURES FOR GUEST ACTIVITIES



DINING AND BAR EXPERIENCE

Our food and bar service continues at all properties, with the following measures in place:

- Guests are required to use the hand sanitiser provided
- The dining area is sanitised before and after each mealtime
- Our dining areas are all open-air and tables are positioned to allow for social distancing
- Buffet meals are temporarily suspended. All meals will be cooked to order and served plated
- A wine list is supplied per table, which is sanitized before and after service

GAME DRIVES AND SUNDOWNERS

- High contact areas on the game drive vehicles are sanitized prior to and after each activity
- A maximum of six (6) people are accommodated per vehicle, allowing for an open seat between guests
- Guides will wear a mask
- Hand sanitiser is provided for disinfecting of hands prior to getting on the vehicle
- Guests are required to wear a mask when joining guests from another group
- Game drive snacks and drinks are served individually by the guide



NATURE WALKS

- Maximum of six (6) guests per walk
- Guides will wear a mask
- Guests are required to wear a mask

HOUSEKEEPING AND LAUNDRY

Our guest rooms are cleaned thoroughly with the following precautions in place:

- All guest rooms are disinfected between occupancies with focus on high contact areas
- Guests can advise what level of housekeeping services they prefer during their stay
- Each room has hand sanitizer and surface disinfectant available for use during stay at the guest's convenience
- Laundry services are available as usual; however, no masks are laundered. All rooms have handwash laundry powered supplied for guest convenience.

SPA TREATMENTS AND POOL AREA

- Our spa wellness service is temporarily suspended for the health and safety of our guests and staff
- Pool towels are available in the rooms or alternatively can be request from staff member
- Kindly return used pool towels to the rooms for laundry service

VIEWING HIDE

- Maximum of eight (8) guests per hide
- Beverage facilities are temporarily removed from the hide
- Please take your own drink with you when going to the hide or request a waiter to deliver your choice of beverage to you
- Where appropriate practice hygiene and social distancing in the hide
- Along with normal cleaning practices, high contact areas in the hide are sanitized at regular intervals

GIFT SHOP / CURIO SHOP

- Sanitisation of hands is strictly required upon entry and exit of the reception area and gift shop
- Wearing of masks is always required within the reception and curio shop by both guests and staff
- A maximum of six (6) guests are allowed in the gift shop/reception at any one time to comply with social distancing protocols
- In addition to regular daily cleaning, increased sanitisation takes place in high contact areas at regular intervals

We are keenly aware of the rapidly changing regulations and expectations regarding COVID-19, therefore the protocols contained in this document are subject to amendment as and when new information becomes available or key processes change.



We are excited to warmly welcome you to Ongava Game Reserve. If you have any questions or need assistance, please do not hesitate to contact the reservations team on reservations@ongava.com.