

We are ready to welcome you



"If there ever was a time to travel
through Africa's vast expanses, so far
removed from the tensions of peopled
places, to journey into sanity and
serenity out of an insane and uneasy
world, it is now!"

David Ryan Owner

Within this document you will find WTTC's prescribed global protocols, as well as those implemented by our properties.

World Travel & Tourism Council Protocolsp1-p4

Our Property Protocols p5

#SafeTravels #SouthAfricasTravelReady



COMPLIANT WITH COVID-19 INDUSTRY PROTOCOLS

Join the Global #SafeTravels Implementation

Leading global protocols for the new normal



**WORLD
TRAVEL &
TOURISM
COUNCIL**

We are proud to be part of this solution and have received the WTTC's 'Safe Travels' stamp

The World Travel & Tourism Council (WTTC) is the global authority on the socio-economic contribution of this key sector and works to promote its sustainable growth. Together with Oxford Economics, WTTC conducts annual research across 185 economies that shows Travel & Tourism to be one of the world's major sectors, supporting 330 million jobs and generating 10.3% of global GDP (in 2019).

To urgently move Travel & Tourism forward in the time of COVID-19 from crisis management to recovery, the WTTC has developed Leading Global Protocols that will allow the sector to open up while putting the health, safety and security of its workforce and travellers first. We are proud to be part of this solution and have been accredited as a 'Safe Travels' partner.

This accreditation makes us a part of a worldwide network of companies that are compliant with the global standardised health and hygiene protocols, which assure: operational and staff preparedness; a safe experience; trust and confidence through transparency; cooperation with governments implementing enabling policies.

We look forward to welcoming guests again and guaranteeing them Safe Travels!

Overarching Objectives & Approach For The Travel & Tourism Sector

OBJECTIVES

1. Have the sector lead the definition of industry best practices as Travel & Tourism moves from crisis management to recovery.
2. Put the safety, health and security of travellers and the Travel & Tourism workforce at the core of the development of global protocols.

APPROACH

1. Ensure coherence through a coordinated, collaborative, and transparent approach, supported by medical evidence, within the Travel & Tourism sector as well as with governments and public health authorities.
2. Share harmonised and consistent protocols which are outcome driven, simple and practical across destinations and countries.
3. Rebuild trust and confidence with travellers through effective communication & marketing; letting them know the protocols implemented and assurances available to keep them safe.
4. Advocate for the implementation of enabling policies to support the recovery and demand regeneration for the sector

1. Operational and Staff Preparedness

As the hospitality industry and establishments restart their operations, they should ensure they can achieve operational excellence in the “new normal” and have trained staff to prepare and execute operational plans:

Hotels may achieve operational readiness for reopening by having:

- Obtained the applicable reopening license if required by local government
- Developed a COVID-19 prevention plan including an action/checklist for infection prevention and a special cleaning and disinfection plan
- Required staffing levels available to restart operations
- Implemented protocols and guidelines for staff safety and health, including health checks for hotel staff if required by local legislation. If not required, hotel to issue and communicate a stay-home policy for anyone displaying any symptoms or an increased temperature as per World Health Organisation (WHO) guidelines
- Aligned with local travel and transport partners
- Reflected social distance in office layout and limiting the number of staff in common back-of-house areas
- Ensure social distancing protocols and guidelines, and where possible, marked to clearly communicate to guests and staff
- Integrated technologies to enable automation such as contactless payment where possible
- Implemented enhanced protocols and guidelines for food safety in restaurants, cafés and kiosks relating to supply chain control, food handling and preparation, hygiene, digitization, queue management and deep cleaning
- Evaluated innovations for cleanliness and disinfection, such as electrostatic spraying technology, UVC light and EPA based air filtration, with validation from expert bodies and governmental institutions, such as WHO, and share best practices

Hotels should train staff to prepare and execute on operational plans by:

- Creating and implementing staff protocols and guidelines, Code of Conduct or list of expected behaviour for staff and operations
- Retraining staff regarding infection control, social distancing and enhanced hygiene measures including hand washing, the use of masks and gloves as recommended by local health authorities or stricter if required by the hospitality company procedures
- All training should be informed by the latest advice from public health authorities and/or WHO
- Continuous monitoring of well-being of team members by leadership, encouraging them to following governmental and WHO guidelines



Introduction

With so many industry players having experienced crises, there is a wealth of information, enabling the sector to build on past experiences as we look to the future. Even in the current crisis, numerous hospitality players have adapted with agility, with some even offering hotel rooms to front-line medical personnel; in turn providing the sector with a unique set of insights to embrace a safe travel experience.

The below suggested protocols for hospitality were compiled based on input from leading hospitality companies either directly or from their public announcements around the safe, healthy and responsible reopening of hotels to the public. The protocols also take into account World Health Organisation (WHO) and the US' Centers for Disease Control and Prevention (CDC) guidelines. The objective is to ensure that protocols are in place across all relevant functions with an increased focus on health, safety and social distancing guidance which travellers will need and expect.

Note that these recommendations are subject to change and may be enhanced as new information about the virus becomes available. These recommendations are based on the

operational characteristics of each hotel and consultation is recommended prior to implementation. It is recommended that all hotel practices follow local and national legislation and the latest guidance from public health organisations including the WHO.

For the purpose of alignment across industries within the Travel & Tourism sector, WTTC has divided the protocols in four pillars, namely:

1. Operational and Staff Preparedness
2. Ensuring a Safe Experience
3. Rebuilding Trust & Confidence
4. Implementing Enabling Policies

2. Ensuring A Safe Experience

As the hospitality industry and establishments work to ensure they deliver a safe experience for their staff and their guests through enhanced cleanliness and hygiene best practices, hotels should ensure they have:

Implemented processes focused on enhanced sanitation, disinfection and deep cleaning practices as well as increase their cleaning/disinfection frequency:

- Selected disinfecting products approved by health authorities.
- Revisited guidance to cleaning team for all areas of the hotel including guestrooms, washrooms, elevators, fitness clubs and common areas with a specific focus on high-frequency touch points such as room key cards, light switches, and door handles.
- Extraneous items should be removed throughout the hotel.
- Ensured social distancing for guests through signage and guidelines, including in elevators.

Implemented customer processes including guest information and social distancing:

- Implemented guest health/temperature checks if required by legislation
- Limited social interaction and possible queuing at reception

Enhanced food safety and hygiene at restaurants by:

- Avoiding guest handling of food at buffets
- Regular cleaning of machines and where possible operate by staff member
- Offering room service as a solution ideally in a no-contact delivery method
- Enhancing cleaning, including disinfecting tables immediately after guest has left
- Implementing social distancing through table spacing and guest seating with suitable reinforcement
- Considering minimising what is placed on guest tables and provide mono-packaged items if feasible

Implemented processes focused on enhanced cleaning, disinfection and social distancing for meetings and events, including:

- Implement social distancing for seating distribution and gathering size, utilising government guidance if available
- Regular cleaning of machines and where possible operate by staff member
- Increase cleaning and disinfection frequency
- Create water/soft drinks protocols and guidelines whereby it is recommended for guests to travel with their own refillable water bottles in areas where there is safe drinking water. Have individual water bottles available as an alternative
- Implement food protocols and guidelines relating to outsourced food

3. Rebuilding Trust & Confidence

As the hospitality industry and establishments work to recover, it is essential that enabling policies be implemented at the governmental level. The hospitality industry and establishments call on governments to:

- Work collaboratively with industry and other governments as new rules for cross-border travel are developed
- Provide financial relief to the sector through the reduction of taxes, fees and charges to stimulate demand
- Create incentives and provide direct support to boost stay in hotels as well as offering tax incentives
- Enhance destination promotion to boost demand both domestically and Internationally

4. Implementing Enabling Policies

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WTTC Acknowledgements

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WE ARE PREPARED COVID-19

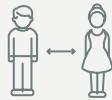
We have mobilized strategic tactical teams at each of our Lodges to ensure that we are ready to welcome guests as soon as the Lockdown is lifted. We have a dedicated physician, Dr. Matt Harmer from Mistral Medical, working with us to educate our people and help build their immune systems, and to assist us in safeguarding our environments and behaviours in line with World Health Organisation recommendations. We have also relaxed our booking terms and cancellation penalties to give you peace of mind.

Preventative Measures Taken



ON SAFARI

Where possible, we are allocating a maximum of six guests per safari vehicle.



LIMITED SOCIAL CONTACT

The Suites and Facilities at our Lodges are all generously spaced for your comfort and peace of mind.



PRIVATE DINING

Dining set ups have been thoughtfully considered, with tables spaced at least 2 metres apart.



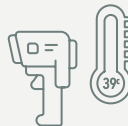
INDIVIDUAL PLATING

All meals and snacks will be individually plated & prepared, in controlled environments, under strict hygiene standards. No buffets will be served.



CLEAN HANDS

Alcohol based (70%) hand sanitizer will be readily available throughout each of the suites, communal areas and game drive vehicles.



TEMPERATURE SCREENING

Daily temperature screening will be undertaken with our guests and our staff. This will be unobtrusive, with high regard for personal space and comfort. This is however a necessary measure in consideration of the health & safety of all the people in our care.



STAFF MONITORING

Staff returning to work will be put through a thorough screening process and be isolated until deemed ready to engage with our guests again.

Our Supportive Planning



ISOLATION SUITES

Separate isolation rooms have been set up for suspected cases (pre and post testing). They will in all likelihood only get results after 48 hours, so they have the choice to return home or stay at the lodge.



DOCTOR ON CALL

In the event of a suspected COVID-19 case, we have set up a 24-hour hotline to a doctor on call, who will take over in dispensing advice in a professional capacity.



EMERGENCY PARTNERS

A clear procedure with our local medical emergency partners at each of our Lodges on the exact course of action to be taken in the event of a suspected case.



PRIVATE HEALTH CARE

South Africa boasts the highest standard of healthcare in Africa, with an extensive network of private doctors, specialists and clinics. Healthcare facilities are easily accessible from our Lodges & Hotels.

PLEASE CONTACT US IF YOU HAVE ANY QUESTIONS OR CONCERNS

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