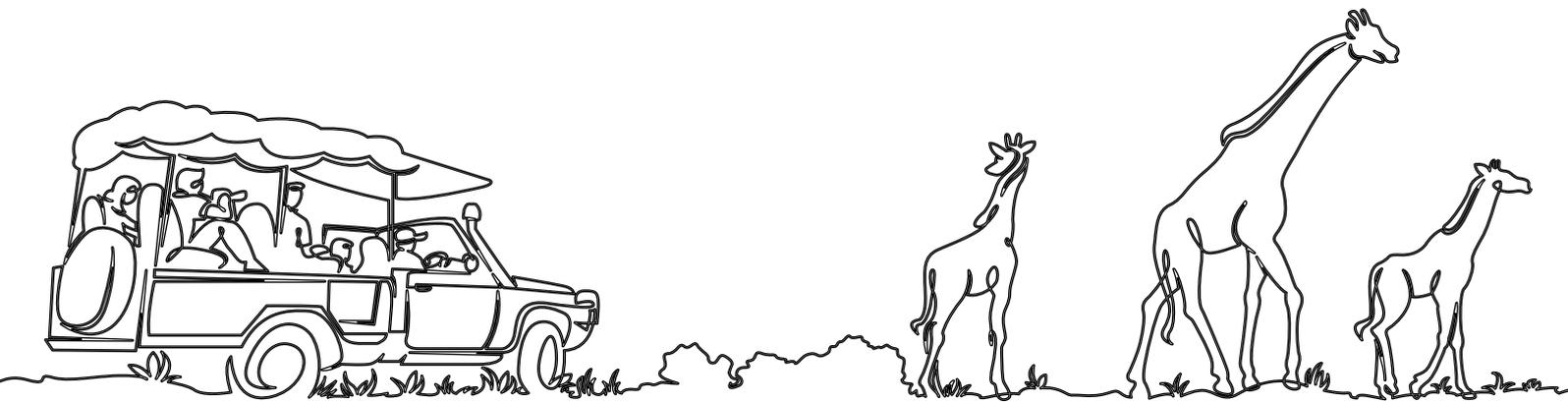


# Elewana's Essential Elements

T O A S A F E & H Y G I E N I C S A F A R I



We know this time of great uncertainty is having a huge impact on our lives, and we want to let you know what we are doing to implement rigorous health, hygiene and safety standards across all our properties. These have been developed in conjunction with our joint venture partner Minor Hotels, Eco Lab, SGS and World Health Organisation (WHO), using global best practices customised for the natural environments in which we operate. We are continually monitoring the guidelines and advice provided by relevant governments and health organisations and are committed to making the very best decisions for our guests and staff.

Our protocols combined with intensive training programmes, will allow us to resume operations in a safe environment for our staff and guests as soon as it is well-advised to do so.

The **Elewana Essential Elements (EEE)** embrace health, hygiene and safety best practice so that from the moment we say “karibuni” (welcome) when meeting our guests to the time we say “kwaheri” (goodbye), our guest and staff welfare and safety is at the forefront of our mind.

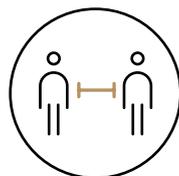
## Our staff will:



Have constant access to soap and hand sanitisers.



Wear masks and gloves inline with best practise protocols.



Enforce social distancing at all times.



Have regular contact-less temperature checks.



Receive training on emergency protocols.

# The Elewana Essential Elements Defined

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<b>A dedicated EEE implementer</b>	Has been appointed, responsible for introducing the new cleaning protocols, training management and staff, auditing and certifying properties.
<b>Certification and compliance</b>	All of our properties and staff have been certified under the regulatory requirements laid down by the local authorities and SGS and we are fully compliant.
<b>Health, hygiene &amp; safety technology and equipment</b>	Suited to our environments, Copper Protection Materials and UVC sterilisation have been deployed, to ensure all high-touch areas and objects remain disinfected. All items entering our properties are disinfected. Sanitation stations have been set up to provide hand sanitiser and antibacterial handwash in public areas and vehicles to ensure easy access for guests and staff.
<b>The Health and Safety Plan</b>	All staff members are screened before coming on duty; their temperature will be checked, a new mask and gloves provided. Every guest will be requested to have their temperature taken with an infrared thermometer and we will provide each guest a complimentary safety pack containing: masks, gloves, sanitiser, wet wipes and a sealed aluminium water bottle.
<b>Digital Check-in &amp; Check-out</b>	Registration cards will be accessed on a mobile device using a QR Code. Prior to check-out, any extras that need to be settled will also be provided via a secure online payment system and the receipt via email.
<b>Guest Room</b>	After each stay, the guest room will be thoroughly cleaned and sanitised and sealed, ready for the next guest to check-in.
<b>Dining &amp; Meals</b>	In all cases this will involve à la minute food preparation focusing on freshness and safe food handling. Menus will be viewed on open physical display, laminated and hygienically cleaned at the bar and restaurant as well as being available digitally via QR code on your smartphone.
<b>Social Distancing Etiquette</b>	The placement of furniture at each property has been adjusted to allow for safe social distancing practices. Guest rooms at our properties are generously set apart offering safety and privacy.
<b>Game Drive Vehicles</b>	Acknowledging that guests spend up to 8 hours in a game drive vehicle, these vehicles will be sanitised using hand-held fogging equipment prior to every game drive. The vehicles are fully equipped with a hand sanitiser, sealed masks, gloves, and a thermal temperature device.
<b>Safari Activities</b>	Our safaris in East Africa are enjoyed in wild open spaces and all our guides have the highest level of health and safety training and will ensure the guests' safari experience remains the highlight of their holiday whilst keeping them safe. We will not allocate more than 4 guests to a car unless travelling as a family or group. This will be from the time we open till June 2021 inclusive. Exclusive use of the vehicle can be booked in advance at additional cost.
<b>Emergency Protocols</b>	We have committed to train all our staff on dealing with emergencies. If there is a suspected case of COVID-19, the guest or staff member will be immediately quarantined and monitored. In the event that a guest evacuation is required, this will be arranged in liaison with the guest and their agent at the guests expense if their insurance does not cover.

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We continue to monitor and review this very fluid situation surrounding the COVID-19 pandemic to ensure minimal risk to our guests and staff. We adhere to the advice of our medical advisory team in conjunction with the global and local health authorities to be able to respond to any situation that presents itself.

We are committed to the protection of our planet and its people, and we are passionate travellers ourselves and committed to welcoming guests to our properties. Whether you are planning to travel now or in the future, you can expect to receive the same exceptional service and attention to detail that our guests have come to expect at The Elewana Collection.