

## Coronavirus Protocols

### Health Advisory and Safety Procedures

To protect the health and safety of all our guests and staff, Big Sky Lodges are closely monitoring the evolving situation with novel coronavirus (COVID-19). Our protection and prevention procedures include:

1. All guests presenting with a fever or flu-like symptoms will be denied check in and referred to Government health authorities. Guests temperatures will be measured on arrival.
2. Big Sky Lodges has implemented enhanced sanitation protocols including the sterilisation of all hand touching surfaces.
3. Hand sanitizers are provided in all main areas for your convenience.
4. Healthy guests are warmly welcomed, however, in line with social distance recommendations, non-contact greeting protocols have been implemented. Eg: elbow pump, no hand shaking.
5. All guests and staff are encouraged to maintain a distance of approx. 1 – 2 metres between them. All restaurant seating has been arranged according to social distancing regulations.
6. All guests and staff are encouraged to wear a mask when in the lodge's public areas.
7. Staff and guests are obliged to report any symptoms of illness. PLEASE NOTE: Given the serious nature of these circumstances, failing to communicate illness will result in immediate termination of guest services and reporting to Government health authorities.
8. In turn, Big Sky Lodges is obliged to report all cases of fever and respiratory illness, and any patients with suspected COVID-19 infection, to local health authorities.

As with all respiratory illnesses, particularly during cold and flu season, you can take steps to reduce your risk of illness:

1. Wash your hands often with soap and water for 20 seconds.
2. Supplement hand washing by regularly using an alcohol-based hand sanitizer.
3. Avoid close contact with people suffering from respiratory illness.
4. Cover your nose and mouth when you cough or sneeze using a tissue or your bent elbow.
5. Avoid touching your eyes, nose and mouth.
6. Get vaccinated against seasonal influenza.

If you experience symptoms of respiratory illness during your visit with us, which may include fever, chills, cough, or shortness of breath, please contact the Lodge Manager, who will mobilise the health authorities and medical services. Guests and staff who have suspected symptoms will be required to self-isolate until the exact nature of illness can be determined, and the following steps determined. Big Sky Lodges will keep the affected person comfortable at all times during this process, however contact with staff and other guests will be reduced to minimum.

The above is subject to change at any time based on the interests of health and safety of our guests and staff and any other requirements that may be imposed by local authorities. Updated information on the illness and travel advice can be found at the Ministry of Health and Social Services website. (<https://mhss.gov.na/>)

### **Big Sky Lodges**

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