MATETSI
VICTORIA FALLS

# COVID-19 Protocols

The following measures form part of the key protocols on property and highlight some of the responsibilities of our team in relation to the health and safety of guests visiting Matetsi Victoria Falls. This is by no means a full list of the measures being taken, and if you would like further information on any of our procedures, please email info@matetsivictoriafalls.com

## Proactive & Preventative Measures

### Ahead Of Travel

- On booking all guest contact information and emergency contact information will be filed.
- We'll establish where you will have travelled within 48 hours of arrival and the protocols followed.

### On Arrival

- Our team on property will wear face masks. On property, face masks are optional for guests.
- Unfortunately, we won't be able to shake hands on greeting, only non-contact greetings e.g. Namaste

Before check-in, you will be screened by a camp manager. This involves sanitizing of hands, temperature check and a quick questionnaire to assess for any flu-like symptoms.

- Luggage and room keys will be sanitized.
- Throughout your stay disinfectant solutions / sanitizer will be available in your suite and main guest areas.

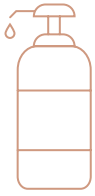
### Our Team

- Our team on property are tested and cleared for COVID-19 and are screened daily.

Our team have been trained on COVID-19 related procedures including strict hygiene protocols.

### Housekeeping

- Our camp managers will confirm your turn down and cleaning preferences.
- Your housekeeper will sanitise before every entry to your room.
- Housekeepers will take particular care to regularly sanitise high-contact areas e.g. door handles, taps, remote controls.



## Guest Areas & Activities

- Bar stools and restaurant tables will be positioned so as to maintain social distancing.
- You have the option to pre-book the gym for exclusive use. It will be disinfected before and after use.
- Our main pool area is suitable for a maximum of 4 guests at any one time, unless part of a group.

Spa treatments are available, with enhanced protocols in place.

- The wine cellar can be pre-booked for exclusive use.
- Vehicles, canoes and boats will be sanitized before and after each activity / transfer.
- You will be requested to sanitize your hands when entering vehicles and to wear masks while traveling in closed transfer vehicles.
- Maximum of 4 guests per game drive vehicle (unless a larger party is traveling together).
- Any refreshments / snacks offered during activities will be served in individual packs.

Management reserves the right, at any time, to amend these protocols in accordance with specific health and safety standards, as governed by such bodies as The World Health Organisation and our country's authorities, or to improve the service standards at the lodge.

## Back Of House

- Regular cleaning of high contact areas e.g. taps, door handles etc will take place throughout the day.
- All team will wash and sanitize hands frequently.
- Our kitchen team will take particular care to wash, rinse and sanitize all food contact surfaces of all equipment on a regular basis.

## Medical Support

A COVID-19 medical centre has been established in Victoria Falls to specifically service visitors to the area. Overseen by the District Medical Officer with whom we are in contact. There are specific protocols in place to ensure that any guests presenting with symptoms are referred there and receive the best medical attention.

Whilst we firmly believe the medical attention to be of a high standard in Victoria Falls, we understand that the need may arise to be taken to a facility in one of the major cities i.e. Harare / Bulawayo. This will be arranged through ACE Air & Ambulance who have an extensive fleet of both air and road ambulances with bases throughout Zimbabwe.

We request that guests are comprehensively covered by their own travel insurance for medical related expenses that may be incurred.

**For further information on our COVID-19 protocols and support, please contact us:**

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