

# COVID-19 SAFETY PROTOCOLS

We have implemented safety protocols in line with the World Health Organisation's stringent health and cleanliness standards and had an external assessment conducted on-site by a medical professional to advise us on our implemented operations and equipment to ensure our guests and staff will be protected at all times.

All staff will adhere to mandatory measures, which will be reinforced through strategically placed signage, sanitizing products and ongoing training to prevent exposure to COVID-19 risks and other viral or bacterial illnesses.

In addition to the protocols below, safety measures will include:

- Maintaining a social distance of 2 metres.
- Jock Safari Lodge has identified a strict set of protocols to enforce should anyone fall ill or display COVID-19 symptoms while on-site. These operating procedures include [but are not limited to] separate isolation suites on-site as well as access to virtual consultation with a medical professional. Further responsive measures will be taken as or should the need arise.

## SCREENING



- All guests will be required to provide a full travel history prior to arrival.
- Jock has moved their check-in procedure over onto a digital platform which can be accessed from your personal devices.
- Daily thermal screening will be carried out for both staff and guests in line with health and government guidelines.

## GENERAL HYGIENE AND PERSONAL PROTECTION EQUIPMENT

- Guests are encouraged to follow stringent hygiene practices of regular hand washing and sanitization, limited hand face contact, social distancing and the wearing of face masks.
- 70% Alcohol based sanitizer will be placed in all guest rooms and will also be provided in all public areas, game drive vehicles, guided walks and at drinks stops.



## GUEST SAFETY WHILST AT JOCK SAFARI LODGE

- Guests are encouraged to handle their own luggage on arrival, a sanitized luggage trolley will be provided.
- Whilst dining, couples, families or groups will be allocated separate tables, at a reasonable distance from each other and other diners.
- Buffet-style meals will be served by the Chef, no self-service points will be available.
- Credit card machines will be disinfected before and after each use.
- Hand sanitizer will be available upon entering the gift shops.
- Swimming pools will be appropriately treated, while sunbathing areas, loungers and chairs will be routinely cleaned and disinfected.
- Kindly note that while we find our feet in the 'new normal', our spa facilities remain closed for use and treatments.



## HOUSEKEEPING

Cleaning measures will include:

- Deep-cleaning of guest rooms before check-in and after check-out, and where possible the room will be held vacant for 1- 3 days between stays.
- All housekeeping staff will wear full personal protective equipment while servicing the suites.
- Only 70% alcohol based disinfectants and recommended environmentally friendly detergents will be used.
- Medically recommended products and environmentally friendly detergents will be used to clean and disinfect all suites.
- All guest laundry will be placed into laundry bags and washed on a hot cycle
- All waste material will be disposed of appropriately.



## GAME DRIVES

As Jock is situated within a wildlife reserve, game drives and wilderness walks are conducted in the open air and so are considered low risk, however, to continually ensure your safety -



- Where possible, families and groups will be allocated their own vehicles and guides for the duration of their stay. Private vehicle hire is available at an additional rate.
- If the sharing of a vehicle is required, sufficient space will be allocated to each person.
- All game viewer vehicles will be sanitized before and after drive and hand sanitizer made available to guests.
- Communal containers will be replaced with pre-packed and sealed individual snacks for breakfast and sundowner stops.

## STAFF



- All staff have received full training by a certified medical professional on the prevention and measures required to effectively manage and minimise risk.
- All staff will have their temperature monitored prior to commencing work each day.
- Staff are required to practice precautionary measures which include: wearing a face mask at all times, regular hand washing, social distancing, no handshaking or hugging.

## JOCK COVID-19 TASK TEAM

Adhering to World Health Organisation (WHO) recommendations, Jock Safari Lodge has a Health and Safety Committee on site. This team will oversee the implementation of all health and safety measures at the lodges and other operational areas. They will also ensure all equipment / hygiene items are monitored and procurement arranged timeously.

