



# 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.

ROBERT MORE, CEO

*Although the world has literally changed shape overnight with the onset of the COVID-19 pandemic, you – our guest – remain our 'Northstar'. We are mindful of the many challenges you currently face, and are committed to your health & safety. We are prepared and waiting for when you are ready to travel again.*

WE ARE READY

## Preventative Measures Taken

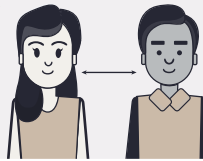
### ON SAFARI

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.



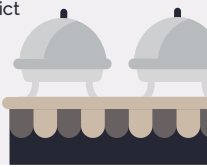
### PRIVATE DINING

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

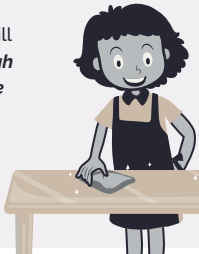
**Daily temperature screening** will be undertaken with our guests and our staff. This will be inobtrusive, with **high regard for personal space and comfort.**

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

### SUPPORT & EDUCATION

Dr Matt Harmer (Mistral Medical) is a **long standing partner and as a registered Essential Services Provider**, he has travelled to our Lodges and Hotels to dispense Vitamins and educate on the best hygiene practices



### ISOLATION SUITES

**Separate isolation rooms** have been set up for suspected case (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 HEALTHCARE

**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

