



## **COVID-19 Information sheet**

A warm welcome from Mziki Safari Lodge.

We greet you during these chaotic times to our tranquil and precious piece of the African bush. Where we hope you can relax, unwind, and explore! At Mziki Safari Lodge, we care about every guest and families experience and, as always, your health and safety are our main concern.

In light of the impact and changes caused by the novel COVID-19 (Coronavirus), we want to ensure you and reassure you that we are constantly focused on the health and safety of all our guests and our Mziki team.

### **Stay with Peace of Mind**

As always, we take great pride and care in maintaining the highest standards of cleanliness and hygiene throughout our lodge. We have supplemented these normal procedures with additional COVID-19 cleanliness-specific guidance, training, and information to take our cleanliness and hygiene protocols to the next level. Our aim is to implement these new protocols in a sustainable and environmentally friendly way, to do our part for mother nature.

- Our staff live on site and do not have a daily commute, this meaning all our staff have been quarantined for the necessary amount of time. All staff adhere to our health and safety protocols.
- We have increased the frequency of cleaning our public areas with particular focus on “high-touch” areas, including reception, guest bathroom, boma, pool area and even room keys.
- Guest rooms are thoroughly cleaned and disinfected after every stay. Our linen is changed upon guest’s departure and washed at a minimum heat of 60°C.
- Housekeeping will wear a mask at all times in guests’ rooms when cleaning.
- Game drive vehicle’s seats and “high-touch” areas are thoroughly disinfected before every safari.

### **Minor operation changes**

These adjustments and precautions to our operation process are for our guest’s safety and comfort.

- Archery and pellet gun shooting are still operational. This will now take place one guest at a time, with the disinfecting of the equipment after each use. Due to social distancing measures, we encourage parents to help their children get the perfect bullseye.
- Our Bar services will be operational in the day from 11h00 – 15h00 and throughout the evening. Please ask the staff member behind the bar for assistance. Outside these hours please feel free to ask any staff member for assistance.
- To help minimize the contact between guests and our staff, there will be a designated table at all meals. We kindly ask that our guests place any used or unwanted crockery/cutlery on the designated table for our staff to clear.