

## *Covid-19 Protocols 2*



### **DEEPER COVID-19 MEASURES FOR THOSE GUESTS WHO REQUIRE THEM**

Further to our Protocols 1 document, herewith please find more stringent protocols to reassure those guests who may be feeling anxious about travelling at this time.

As mentioned before, all guests' needs will be individually met through the following practices. Wherever possible, please let us know in advance how your clients would like to be taken care of with regard to their health and wellbeing while staying at Angama.

#### **IN CAMP**

- Guests met at Angama Mara Airfield by Angama's operations manager, their guide and tent steward, all of whom wear masks
- It is at the guests' discretion whether they prefer the team to wear masks or not
- Gloves worn by the tent steward who collects luggage and wipes down handles
- After introductions, the guide wipes down vehicle touchpoints: hand rails, armrests, door handle, steering wheel
- Guests receive Angama's Covid safety pack (hand sanitiser, gloves, wipes and masks)
- Guests choose to wear their masks at their discretion
- On arrival in camp, a small group of staff wearing masks greet our guests with a welcoming wave
- Guests are welcomed to the guest area, cloakrooms and hand sanitiser station are pointed out, and a welcome drink prepared according to guests' preferences

- Guests are escorted to their tent and met by our clinical officer who will take their temperatures and answer any questions on Angama's protocols
- The camp manager is also available to detail Angama's protocols for tent cleaning, should the guests be interested
- All meals continue to be a la carte and individually plated – this will now include bitings at sundowners
- All picnic lunch boxes and food-to-go bags continue to be individually prepared

## ON SAFARI

- Private vehicles always offered subject to availability
- When possible, if guests are required to share a safari vehicle, 4 guests will be accommodated on one vehicle, with the middle row being left empty
- Hand sanitiser is offered before entering the vehicle
- Angama's guide will sanitise all hand rails and steering wheel before guests enter the vehicle
- Full cleaning of seats, rails, steering wheel, cooler boxes, hot boxes is done at the end of each day

## ANGAMA EXPERIENCES

- Guests have their own tables at Bush BBQ,
- Sundowner Maasai Boma is limited to 20 guests, well spaced apart. There is no guest participation during this experience
- The Beading Studio is open to guests, and the Maasai Mamas wear masks when in the presence of guests
- The Out of Africa Picnic and Shamba lunches remain private guest experiences
- In-tent massages continue to be offered. The masseuse wears a mask and the massage bed is thoroughly cleaned before and after each treatment
- Angama Mara's Fitness Room available privately on a booked basis and deep cleaned between guests' workouts

## DELIVERIES TO ANGAMA

- All suppliers undergo temperature screening and are required to wear masks while on property

## SHOULD SOMEONE IN CAMP TEST POSITIVE FOR COVID-19

- Our Covid-19 Committee, led by Angama's clinical officer, ensures all standards are being adhered to and that staff attends ongoing training. The committee is on base to ensure facts of the status of Covid-19 are accurate and up to date
- If a guest is suspected by staff to be coughing, short of breath or feverish, they will be asked to remain in their tent until the clinical officer can assess them
- Pulse oximeters and thermometers are located in the guest areas, the Pavilion, the back office and the clinic for quick access for any staff or guest
- If a staff or guest presents Covid-19 symptoms, they will be immediately isolated and thereafter the team will contact AMREF in Nairobi whose evacuation plane is Covid-19 ready. We will keep our trade partners fully updated
- Angama's clinic is well equipped for symptom management of Covid-19:
  - Oxygen for shortness of breath
  - Flu/cold relief drugs
  - Antipyretics
  - Rehydration salts
  - Testing Kits (subject to availability)
- 24/7 Emergency Evacuation from Angama Mara's airfield through Africa Assist & AMREF

## CLEANING AND SANITISING THE CAMP

- All disinfectants, detergents and chemicals used by Angama, since opening, have been evaluated to be effective against pathogens and the re-training of our housekeeping staff has taken place and is ongoing
- Meals are prepared by Angama's certified food handlers according to Kenyan law
- Kitchen staff wear appropriate PPE and enhanced cleaning is done regularly for all kitchen equipment and surfaces
- Linens and guest laundry are thoroughly cleaned with special wash cycles and temperatures to ensure proper care
- All tents, prior to guest arrival, are fully opened up and aired, followed by deep cleaning

Angama Mara is doing all and more to ensure the safety of our staff, guests and community members. All measures are in line with current Kenyan law, but procedures, like this document, could be updated without notice as we understand more about Covid-19 and how it affects our industry.

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