

Amakhala
GAME RESERVE

COVID HEALTH & SAFETY
PROTOCOLS

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AMAKHALA COVID HEALTH & SAFETY PROTOCOLS

Amakhala Game Reserve would like to assure our agents, partners, guests and staff members that we are taking every precaution available to us to ensure our Amakhala family is protected. This is a priority given the current concern surrounding COVID-19. We are committed to pulling together as a community in this time of crisis. With the international travel bans hugely affecting our projected visitor numbers in the coming months, we are working hard to provide as much alternative employment to our staff as possible. This includes training programs, maintenance and refurbishment projects, as well as the development of community gardens.

GUEST ARRIVAL & WELCOME



- Check-in forms can be completed by guests on arrival. Sanitized pens will be provided. We do however recommend that guests use our new online check-in form before they arrive.
- On arrival guests will be required to use hand sanitizer that has been provided and have their temperature monitored.
- Hand-sanitizing facilities are provided in all public areas and in all accommodation for hygiene purposes.
- Our staff will be wearing face masks and interaction with guests will be contactless and from a safe distance at all times.
- Guests will be required to use masks in certain public indoor spaces and hand sanitizer and keep a safe distance from others during their stay. Face masks will be available for purchase for guests who do not have a mask with them.
- Welcome drinks and refreshing towels will be offered on a tray without contact. Guests are to maintain a safe distance and help themselves if they would like.
- Welcome briefing to guests will include all details of safety and hygiene measures in place.
- Guest luggage will be disinfected and taken to their room by staff. Guests may also handle their own luggage if they prefer.



GAME DRIVES & DRINKS STOPS

- Game drives take place in open air safari vehicles which are sanitized according to guidelines before every game drive including disinfecting all surfaces.
- The safety risk is greatly reduced once on Safari in the open air.
- A maximum of 6 people will be permitted per vehicle, except for larger groups traveling together. An empty seat will be left open between separate parties if sharing a vehicle.
- Guides will wear face masks and provide hand sanitizer as needed throughout the drive. The guide may remove their mask from time to time to be able to address the guests throughout the game drive.
- Your guide will prepare your beverages wearing disposable gloves for hygiene purposes.
- Guests not travelling together are asked to practice social distancing at all times throughout the drive and at drink stops.



DINING EXPERIENCE

- Guests are required to use provided sanitizer when entering the dining room.
- Tables will be spaced at least 1.5 meters apart in all inside and outdoor dining areas
- Our waitering staff have been trained in all COVID-19 dining protocols in terms of minimal contact service, social distancing and hygiene measures.
- All meals will be served individually plated, not buffet style.
- Each of our individual Lodges and Tented Camps have menus and measures in place to suit their location and available facilities.
- Guests can request private room dining which will be discussed in the welcome briefing.



KITCHEN

- Your food will be prepared under strict hygiene protocols.
- Our kitchen staff has been trained in all prescribed COVID-19 cooking and cleaning guidelines.
- Surfaces and equipment will be sanitised frequently.
- Kitchen equipment and guest crockery and cutlery are washed separately;
- Ventilation will be maximised.



CLEANING OF ROOMS

- Guests can advise on check in if they wish to minimise housekeeping to avoid interaction.
- All housekeeping staff will wear face masks and disposable gloves and aprons while cleaning (changed after each room clean).
- Disinfectant will be used to clean all surfaces and room touch points (e.g. door handles, light switches, guest amenities, etc)
- Room cleaning frequency and linen change frequencies may be reduced to lower contamination risks
- Each room will undergo a deep clean between guest check-out and next guest check-in and where possible rooms will be utilized in rotation to leave them idle for 1-3 days.
- Soiled linen will be removed from beds and folded, with as little shaking/ dust release as possible. All linen and towels will go into quality plastic / washable cloth bags which can be securely closed for transporting to the laundry
- If a pool is present at the rooms the pool loungers are cleaned and disinfected as per our room furniture protocols.



COMMUNAL AREAS

- Hand sanitizer will be available throughout the Lodge and in all accommodation. Soap and individual hand towels will always be available in public bathrooms.
- Sanitization of surfaces, counters, and door handles (etc) will be done regularly.
- In sitting areas and on couches guests are encouraged to practice social distancing.
- Around campfires guests will be encouraged to practice social distancing.
- A quarantine room will be made available should a guest or staff member fall ill. The COVID-19 liaison will manage the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.



STAFF

- Staff have been trained in new COVID-19 operating procedures and up-to-date facts regarding COVID-19 (such as symptoms, how it is spread, guidelines and regulations).
- Staff are educated on proper hygiene practices such as regularly sanitizing their hands, wearing a face mask and coughing into their elbow.
Staff have been supplied with three washable face masks for use throughout their shifts.
- Staff will practice social distancing with each other and guests as well as avoiding physical contact such as shaking hands.
- All staff will have their temperature monitored prior to commencing work each day and boarding staff transport.
- Staff will regularly wash their hands with soap and water especially when arriving and leaving main areas and will be required to use hand sanitizers.
- We have staggered mealtimes for staff to ensure social distancing.
- There is a dedicated COVID-19 liaison on the reserve.
- A quarantine room will be made available should a guest or staff member fall ill. The COVID-19 liaison will manage the response to a guest or staff member with a high temperature, COVID-19 symptoms, or a positive test result.