



Namibia is still considered a low risk country for COVID 19 and our wide-open spaces, warm sunny weather, fresh air, and remote lodges makes it the ideal holiday destination.

Our main priority is the safety of our guests and staff and would like to ensure you that we shall adopt the necessary (reasonable and factual) measures to keep everyone as safe as possible.

We wish to maintain the authenticity and magical atmosphere of Africa within our beautiful lodges and aim to provide a careful balance between traditional warm-hearted hospitality and personal safety.



**Taleni Africa COVID-19 protocols therefore includes but is not limited to the following:**

## TO PREVENT AN INFECTED PERSON FROM CHECKING INTO THE HOTEL ALL GUESTS WILL BE REQUIRED TO:

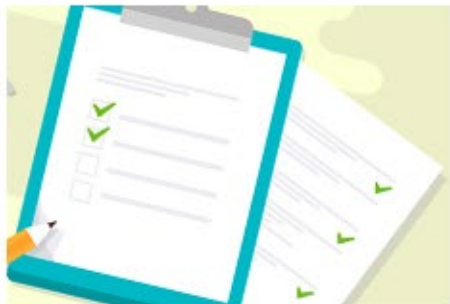
- o Complete and sign a track and trace questionnaire if not supplied in advance by the travel agency.
- o Allow their temperature to be scanned with a thermal scanner.

If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitise their hands and proceed to check-in.

If a guest's temperature is high (actual temperature at screening should not exceed 38.5 degrees Celsius) and/or they have symptoms of the virus they will be disallowed to check-in and will be referred to a medical facility.

If a guest is unable to travel to a medical facility on his/her own, the guest will be placed in an isolation room, and arrangements will be made with the Ministry of Health and Social Services OR the Tour Operator responsible for the client to be collected within 24 hours of arrival.

The above will however not be applicable to our Etosha and Swakopmund property seeing as medical facilities are readily available within the near vicinity.





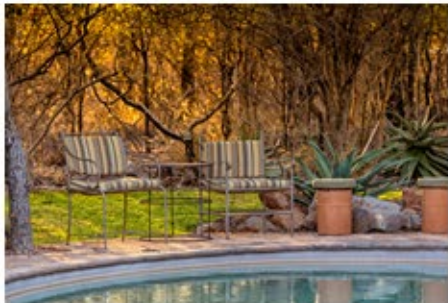
## SAFE BUT PERSONAL CHECK- IN AND CHECK-OUT PROCEDURES:

- o All guests will be offered hand sanitizer upon arrival at the Lodge reception entrance.
- o Our Reception Staff will be wearing masks and interaction with guests will be contactless and from a safe distance.
- o Welcome Drinks will be served from a tray without contact and guests are to maintain a safe distance. Our staff will not touch fresh towels by hand.
- o All items on the check in desk (pen, registration form and room key) and the receptionists' hands will be sanitised, in front of the arriving guest, prior to any guest interaction.
- o Our Welcome Briefing will include details of our safety measures in place and what is required by our guests during their stay.
- o Guest Luggage will be disinfected before being taken to the room by our Porters wearing gloves and masks.
- o Guests arriving together or awaiting check-in are to practice social distancing.
- o Credit Card use is encouraged instead of cash payments and all credit cards will be sanitized prior to and after use.
- o The speed point machines will be sanitised before and after every use.



## COMMUNAL AREAS:

- o Hand sanitizer will be available in communal areas like our receptions, restaurants, bar areas and soap and disposable hand towels will always be available in public bathrooms.
- o Dedicated Staff members will be assigned to regularly sanitize surfaces, high touch points and door handles throughout the day.
- o In sitting areas and on sofas guests will be encouraged to practice social distancing.
- o Pool Water will be monitored to maintain a chlorine level between 1 to 3 parts per million and a pH level between 6.8 and 7.4 to provide a virus free environment.
- o Face Masks and Hand Sanitizer will be available for purchase for guests who do not have any with them.





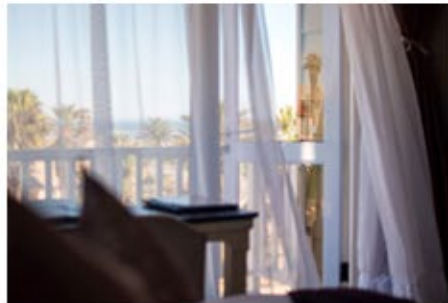
## RESTAURANTS AND MEALS:

- o Taleni Africa Lodges are all blessed with large open-air dining areas and social distancing comes to us naturally! Our table and chair set up will be arranged accordingly.
- o During low occupancy we shall offer delicious set menus with plated service.
- o During higher occupancy we shall once again revert to our legendary Taleni buffets with dedicated staff wearing masks and gloves to dish up on behalf of our guests to prevent contact and contamination.
- o Subject to occupancy mealtimes might be staggered to practice social distancing at our buffets and grills.
- o Our staff are all trained on using minimal contact and will communicate and serve from a safe distance.



## CLEANING OF ROOMS:

- o Guests can advise on check-in if they wish to cancel the daily housekeeping and turndown service to avoid interaction for the duration of their stay.
- o All Housekeeping Staff will wear face masks and gloves while cleaning and will use disinfectant to sterilize all surfaces and high touch points in the rooms.
- o Each room will undergo intense sterilization after check out and if occupancy allows rooms will undergo a 48 hour ventilation period.
- o No spare blankets, decorative pillows, bed throws or bathroom amenities will be available in rooms and mini bars will be emptied. Guests can request stock on arrival.





## LAUNDRY SERVICES:

- o Our laundry staff will wear face masks and gloves when handling linen and any guest laundry.
- o We shall continue with our eco-friendly towel and bed linen system where bed linen and towels will only be changed after departure and not every day.
- o All laundry will be done using disinfectant soaps, sun drying and hot ironing to promote a virus free environment.
- o Guest laundry will be washed separately.



## CURIO SHOPS:

- o Guests will be required to use provided hand sanitizer prior to entering.
- o Guests entering our Curio Shops that are not overnight guests will be required to complete a track and trace questionnaire.
- o Guest numbers will be limited at any given time to adhere to social distancing regulations valid at the time.
- o Payment by credit card is recommended.
- o Guests are encouraged not to touch items while browsing.
- o Sanitization of shops and items will be done regularly throughout the day.





## ACTIVITIES:

- o Our open game viewer vehicles allow for plenty of fresh air and natural ventilation.
- o Our Field Guides will be properly trained in hygiene and will wear masks or face shields when assisting guests to enter the vehicles.
- o All guests will be required to wear masks and make use of the provided hand sanitizer.
- o Regular stops will be made where our guides will share information while keeping a safe distance from guests. If all guests can hear the guide speak clearly, he will keep on his mask/face shield.
- o If all guests cannot hear him properly, he will remove his mask/face shield during explanations while keeping a safe distance.
- o Subject to availability we shall limit the number of guests to 6 persons per vehicle.
- o This will however not be applicable to groups that travel together.

## SCENIC FLIGHTS:

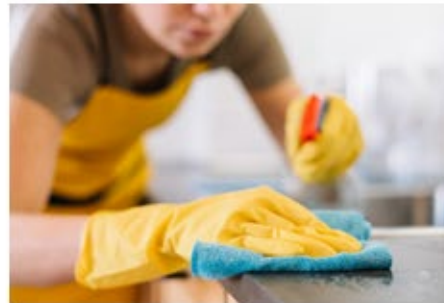
- o All guests will be required to wear masks during the scenic flight and will be required to make use of the provided hand sanitizer before boarding the aircraft.
- o The aircraft will be sanitized before and after each flight.



## STAFF:

- o Safety starts in the home and all staff will be trained in any new standard operating procedures and up to date facts about COVID 19.
- o There will be a dedicated COVID Liaison Manager at each property.
- o Staff will be educated on proper hygiene practices.
- o Staff will practice social distancing with guests and other staff.
- o All staff will have their temperature monitored prior to commencing work and end of shifts at the staff entrance gates.
- o Staff will regularly wash their hands with soap and water and will make use of the provided hand sanitizer in staff areas, kitchens and back of house.
- o Staff will use face masks throughout their shifts where practical and applicable.

The protocols within this document will be reviewed on a regular basis and amendments will be made if and when necessary as per developing government regulations.





# Taleni africa



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