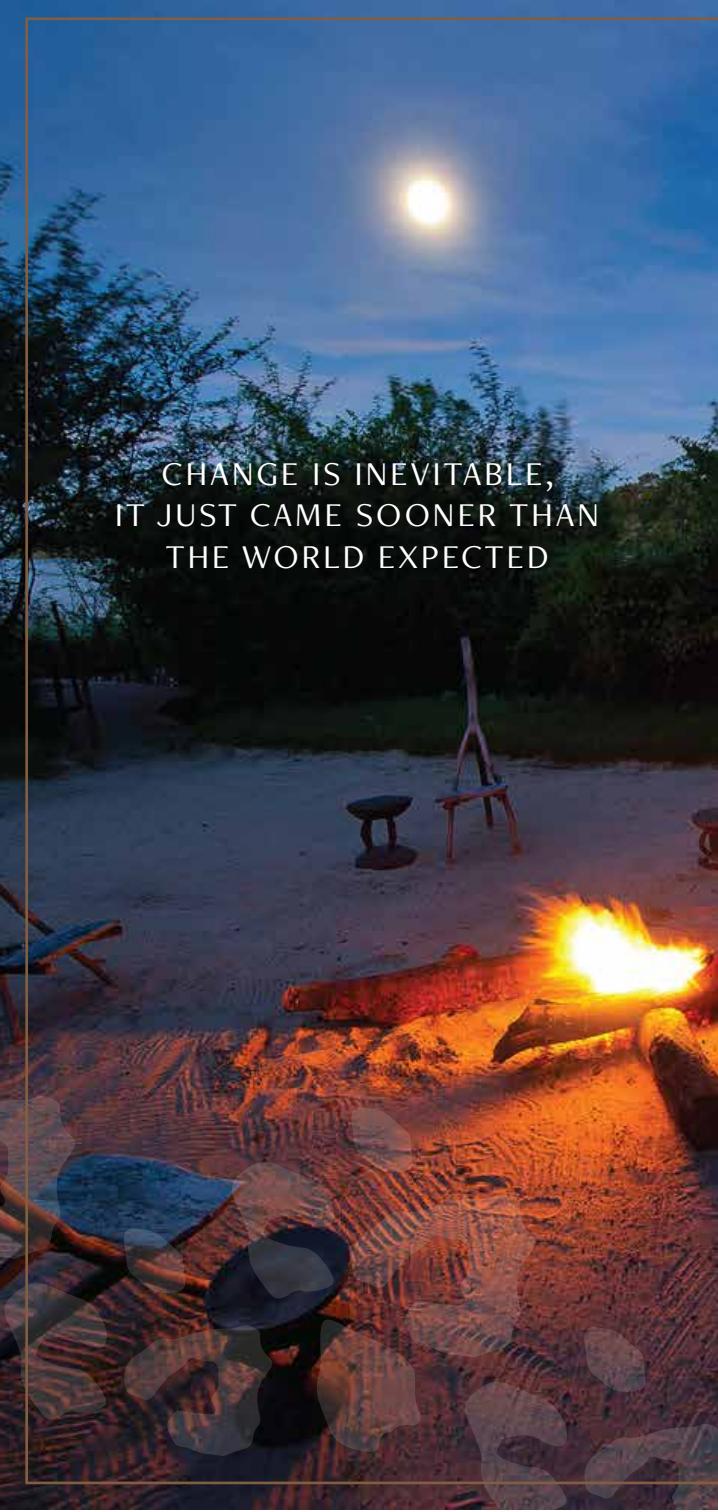




• GREEN SAFARIS •
NATURALLY UNIQUE

COVID-19
SAFETY
MEASURES



A night scene of a campfire. A bright full moon is in the dark blue sky. In the foreground, a person wearing a wide-brimmed hat is partially visible. The ground is sandy and has some tracks. A fire is burning brightly in the middle ground, surrounded by logs. In the background, there are trees and a simple wooden structure.

CHANGE IS INEVITABLE,
IT JUST CAME SOONER THAN
THE WORLD EXPECTED

WELCOME TO OUR BRAND NEW **NORMAL**

Even though our doors remained wide open our team quickly responded to what is now our new normal.

We've rolled out enhanced technologies alongside our Safe & Clean Commitment with a multi-pronged sanitisation strategy for increased safety for guests and staff.

These efforts include;

- ::: Hygiene training for the protection of staff and guests
- ::: Temperature screening & staff monitoring
- ::: Distant but warm hospitable guest contact
- ::: Smart guest interaction
- ::: Social interaction kept to a minimum
- ::: Accredited hospital-grade disinfectant
- ::: Easily accessible sanitisation stations
- ::: Enriched, deep cleaning sanitisation standards
- ::: Surface safety disinfection
- ::: Housekeeping & hygiene standards



WE'RE FOREVER EVOLVING,
CHANGING & ADAPTING TO
NEW NORMS

HYGIENE TRAINING TO PROTECT STAFF & GUESTS

Staff have been trained on the various hygiene and sanitation protocols and ongoing training will be provided as the situation evolves. Our staff awareness is an aspect that is essential for the effective implementation of our protocols as it ensures that they are protected as well as our guests.

FULL DISCLOSURE & TRANSPARENCY AT ALL TIMES

There will be full disclosure and transparency at all times between the hotel and its guests and staff by way of informing all parties as to the safety and hygiene protocols in place as well as any incident reporting.



AN END-TO-END
HEALTH AND SAFETY PLAN

TEMPERATURE SCREENING & STAFF MONITORING

We are working ‘round the clock to keep our people safe – and that means you as well as our staff. We’ve implemented an end-to-end health and safety plan that will see every staff member temperature tested and meticulously screened before they are deemed to be clear and ready to safely engage with our guests. Each guest will also be temperature screened in a non-invasive and safe manner to ensure the health and safety of all our people. These screening and monitoring protocols will be supported by the necessary contingency plans and isolation/quarantine facilities.

SMART GUEST INTERACTION

Smart guest interaction with contactless hospitality – where possible, virtual check-ins and check-outs will be encouraged. Insofar as possible, we will also implement no-contact stays. We understand in this adapted hospitality, sometimes, the best way to stay safe is to stay distant.



DISTANT BUT WARM HOSPITABLE GUEST CONTACT

To alleviate the risk of transmission, continuous and stringent social distancing etiquette will be implemented between guest and staff to reduce person-to-person contact. Space design consultants have been instrumental in reconfiguring the placement of furniture and décor specific to each property type to allow for social distancing practices. Our staff have all been trained on best-practice hygiene and sanitisation and won't be offering the outstretched handshake that you are accustomed to. Instead, a friendly smile will be waiting to greet you warmly upon your arrival and during your stay.

SOCIAL INTERACTION KEPT TO A MINIMUM

We have reduced the capacity of our lodges, reserves, residences and resorts within government guidelines across our guest and staff complement. Accommodations at our respective lodges, reserves and resorts are generously set apart and offer privacy and safety, rendering contact with staff and other guests to an absolute minimum and at some properties, limited social contact will see guests experience an almost contactless stay in accordance with stringent health and safety regulations.

SOCIAL DISTANCING?
WE PREFER THE TERM
PHYSICAL DISTANCING WHILE
REMAINING SOCIAL

ACCREDITED HOSPITAL-GRADE DISINFECTANT

Accredited, hospital-grade disinfectant with a high classification of bacteria-killing ingredients to sanitise surfaces across all properties. These disinfectants have been produced per health regulations and are also eco-friendly.

EASILY ACCESSIBLE SANITIZATION STATIONS

The provision of hand sanitiser and antibacterial handwash placed at the entrances, near the front desk, common areas, game vehicles and throughout the properties within our portfolio. These will also be used to sanitise room keys and devices shared by staff to ensure a safe environment at all times. All areas will have alcohol-based, hospital-grade hand sanitiser readily available for your use. You can find it in all common areas, reception, on game drives and in your room, upon special request.

DEEP CLEANING & SANITISATION STANDARDS ACROSS ALL OPERATIONS

Enriched, deep cleaning and sanitisation standards across all operations and properties. These include game drive vehicles, bomas, rooms, suites, tents, lookout and viewing decks, guest rooms, common areas, meeting areas, front desks, kitchens, as well as back-of-house areas.



WE'RE KEEPING IT
CLEAN WITH AN
ECO TWIST

FOOD & BEVERAGE HYGIENE STANDARDS

Reconfigured Seating - We will create seating spacing times i.e. 10 tables at a time, all guests to get 1-hour seating for breakfast, and 1hr 30 minutes seating for lunch and dinner. For lodges and reserves, outside seating on decks, where applicable, will comprise 2-metre seating configurations.

No-touch menus – chalkboards or other display mechanisms will be used to communicate menus thereby ensuring no contact with paper-based menus.

A LITTLE LESS TOUCH,
A LITTLE MORE SPACE,
A LOT STRICTER STANDARDS

No buffets, instead breakfast boxes, where possible. An adapted catering solution has been designed and will be customised in accordance with each property. Specific consideration has been taken at lodges, reserves and resorts to offer zero exposure dining options.

Modified ‘in-room’ dining protocols and services are available at our properties including lodges, reserves and resorts and will be adapted according to the property type to ensure an uncompromised dining service with minimal contact and adherence to the safety and hygiene regulations.

Where possible, meals and snacks will be individually packaged and will continue to be prepared in highly controlled environments under even stricter hygiene standards.



SAFARIS BECOME EVEN MORE PERSONAL

Our game reserve experiences have been modified in accordance with regulated social distancing practices and perfectly blend these unique experiences with maximum health and safety protection. We will allocate no more than 6 guests per open safari vehicle. This will ensure sufficient social distancing and safety for your unique and captivating experience in the wild. Guests can be assured that our game drives will be kept as safe and private as possible and at no stage will we accommodate more than the assigned number of guests on our safari vehicles. All snacks will be separated and offered as such and hand sanitiser will be available for the duration of your game drive.

PROFESSIONAL CARE & EXPERIENCE

We have defined a clear plan with our medical advisory team at each of our properties – hotels, lodges, residences, reserves and resorts for exacting actions in the event of suspected cases. Your safety is our top priority and we have designed protocols that protect you throughout your journey with us. Our health and safety and hygiene strategies are designed to build healthier environments and change behaviours with a view to combat the COVID-19 pandemic and other viruses that pose a risk both now and in the future.

We take your safety seriously. We've always been at the forefront of innovation responding at critical times with the sole purpose of protecting our people – guests and staff. We are unrelenting to find the best next-generation hygiene technologies for your protection and are excited at the innovation in the marketplace. A technology that is on our radar in the foreseeable future is a state-of-the-art ultra violet (UV) disinfectant robot that rapidly disinfects areas using powerful wavelengths of UV light that emits energy to destroy the DNA and RNA of microorganisms. We are hopeful that we can bring these technologies to our operations in due course.



WE ARE THERE FOR YOU & WE WILL OVERCOME THIS

We care about the health and safety of every guest and staff member who enters our doors. Your wellbeing has and will always be our utmost priority and are fully committed to your protection without compromising the quality of experience when you stay with us.

Our values are at the heart of our business. These values guide us in our pursuit of delivering authentic and personalised guest-centric experiences. Now, as we face unprecedented challenges this will catalyse our innovative response to design the world-class hygiene and sanitisation solutions that ensure the safety of our people.

We remain vigilant, agile to adapt to challenges and changes and are closely monitoring the rapidly changing COVID-19 situation to ensure minimal risk for our guests and staff. We wish to reassure you that we are following the guidelines of our medical advisory team in conjunction with the global and local health authorities to be able to respond to any circumstance that presents itself.

As the COVID-19 pandemic situation continues to unfold its how we choose to face the present challenges that will define our future. These actions, we believe, will reconfigure the legacy for our people and our planet. We've always been propelled by our passion for the protection of our planet and its people. As a family with family our empathy and shared sense of hope will continue to drive our efforts to ensure a safe environment for all who engage with us.

A vertical photograph on the left side of the page shows a sunset over a body of water. The sky is filled with soft, golden light and scattered clouds. In the foreground, a blue pontoon boat with a white canopy is moving across the water, leaving a small wake. The background shows a line of trees silhouetted against the bright sky.

TOGETHER,
WE'LL KEEP SAFE
WHILST ENJOYING OUR
WILD SPACES