

In this time of uncertainty with the potential spread of the COVID-19 being ever present, we continue to strive to maintain the highest levels of cleanliness, sanitation and food hygiene at Luwawa Forest Lodge. Your health, as well as that of our staff, takes centre stage and with this in mind we have implemented extra measures to ensure the safety and well-being of all of those visiting and working within our estate.

Please find below an update on what we are doing to ensure your well-being when you stay with us.

## HEALTH & WELLBEING

We always take the utmost care to ensure every stay with us is safe, clean and comfortable. In the context of the situation with COVID-19, however, we have implemented additional measures and taken other precautions to reduce any concerns that you may have.

Our additional measures include:

- Education of our team to spot symptoms in themselves, other staff and guests. The correct use of masks, wipes and cleaning materials. Awareness is vital to the health of our employees and guests.
- Lower accommodation occupancy rates to ensure social distancing is always achievable.
- No access to day guests to Luwawa Forest Lodge.
- Requesting a Travel History & Health Declaration form to be signed by our guests.
- Increased handwashing and sanitisation protocol for all staff members.
- Maintaining social isolating distances as much as possible.
- A dedicated table in the restaurant for you and your party for the duration of your stay.
- More frequent cleaning of publicly used surfaces and high-contact points, such as, door handles, reception counters, bar counter, bathrooms, sink taps, dining room chairs and tables.
- Daily cleaning and sanitisation of tableware including salt & pepper pots, water jugs, sugar containers, milk & juice bottles, condiment containers.
- Thorough cleaning and sanitisation of guest rooms upon checkout including high-level contact points and keys/key fobs.

We welcome our guests to Luwawa Forest Lodge with the same warmth and hospitality we have always done. While the COVID-19 outbreak is a changing and fluid situation, we are committed to caring for you as our guests in our home.

Our thoughts are with those who are affected by this virus and those who are caring for them at this difficult time.