

6 August 2020

Albatros Travel Africa, Honeyguide Tented Safari Camps & Zebra Country Lodge launches its **“Safety First”** program, aiming to ensure a high level of cleaning standards and operational best practices amid the COVID-19 pandemic.

As we take to the skies once again and adjust to new travel standards and expectations, we remain committed to providing peace of mind when you are staying with us so you can relax and reconnect in a comfortable and safe environment.

Based upon guidance provided by the Centres for Disease Control and Prevention (CDC), The **“Safety First” program** addresses everything from guest room and common area cleanliness, to streamlined processes that minimize contact between guests and associates while maintaining industry-leading customer service.

The new program includes the implementation of measures to improve safety – such as the installation of social distancing floor decals and front desk partitions – as well as the enforcement of heightened and comprehensive cleanliness standards on an ongoing basis across five key areas:

1. Front Desk and Lobby:

- a. New protocols will minimize guest contact with personnel through a streamlined check-in and check-out process,
- b. Social distancing measures will be implemented, wellness best practices signs will be prominently posted, and all lobby brochures, magazines and papers will be removed,
- c. Enhanced sanitization procedures will be in place at the front desk, in the lobby and across guest touch points throughout the hotel with disinfecting taking place regularly,
- d. Sanitizing stations or wipes will be available throughout lodges & safari camps.

2. Guest Room and Housekeeping:

- a. Unnecessary items will be removed from guest rooms, such as decorative pillows, bed scarves, paper notepads and pens,
- b. Housekeeping offerings will be modified for stay-over guests, including the elimination of a turn down service unless specifically requested by guests,
- c. Enhanced and thorough cleaning protocols will be implemented in guest rooms. The room/ tent, linens and all touch points will be cleaned with chemicals aimed at killing COVID-19.

3. Temporary food Offerings:

- a. All food offerings have been adapted to comply with regulations, with restaurants adapted where required to avoid unnecessary guest congregation,
- b. Honeyguide Tented Safari camps & Zebra Country Lodge have adapted their offerings to provide a “served” or pre-plated breakfast, lunch & dinner to minimize guest contact with food, beverages and surfaces, and cross contamination.

4. Public Amenities:

- a. Frequent sanitization of high touch surfaces, high traffic areas such as receptions, welcome lounges and waiting areas, restaurants and related facilities, washrooms, libraries, spa's, bush hides and meetings rooms.
- b. Hand sanitizer or wipes will be provided for guests and employees in all public areas.

5. Lodge & Camp Employees and Staff Requirements:

- a. Hotel employees will follow strict guidelines, including utilizing Personal Protective Equipment, frequent and stringent hand-washing protocols, and housekeepers/laundry staff will wear both gloves and a mask.
- b. Employee workstations will be cleaned and disinfected after every shift.
- c. Employees will be empowered to stay home if unwell, communicate their potential exposure to COVID-19 with management, and will be fully educated on how to maintain a safe and clean home.

What Else to Expect:

- All safari vehicles will be equipped with social distancing protocols and a maximum of seven guests per vehicle will be allowed.
- Social distancing will be practiced in all areas of lodges, safari camps and during transportation.
- Temperature checks will be necessary on arrival, as well as reduced contact at check-in, cashless payments, and frequent sanitization of all room keys.
- Face masks and protective clothing will be used by tour guides, hosts and are available for guests too.
- Hand sanitizing stations or dispensers placed strategically at all guest and host areas
- Health & Safety team leaders will be appointed at all camps & lodges.

We are committed to safeguarding guests' safety, health, and wellbeing through our **'Safety First'** health & safety program.

As we envision and hope for a brighter future, Albatros Travel Africa, Honeyguide Tented Safari Camps & Zebra Country Lodge look forward to welcoming you back with our traditional hospitality and personalized service – connecting you to Africa's most extraordinary destinations and landscapes, immersing you in unique cultural experiences and celebrating the freedom to explore in authentic luxury.

Wishing you well,

Regards,

Albatros Travel Africa, Honeyguide Tented Safari Camps & Zebra Country Lodge Team