



## **WILD FRONTIERS - POST-COVID STANDARD OPERATING PROCEDURES (SOP)**

August 2020

We would like to set out below an overview of our SOP for our safaris (including camps, vehicles and boats).

We are all working under a variety of protocols, the World Health Organisation combined with the Destination SOP being paramount. We will ensure any third party accommodations/services selected follow these guidelines as a minimum.

### **OUR STAFF**

On a safari with Wild Frontiers, the person with whom you will spend the most amount of time will be your guide. It is imperative that he takes all precautions needed. All our staff will have undergone training to protect you/ your guests, and themselves, iro hygiene and Covid protocols.

- Your guide will have self- isolated before your trip and / or been tested for Covid.
- He will wear a mask at all times when in close proximity to you/ others.
- Will have a twice daily temperature test done, and a record kept of this.
- Will ensure that hand sanitiser is available and is used, by you and him, frequently.

### **OUR SAFARI VEHICLES**

- Your guide will ensure all frequently touched services are cleaned before you enter the vehicle.
- Sanitiser to be available in the vehicle, and you are encouraged to use it frequently.
- Unless a private family booking, maximum four guests in a vehicle (land-cruiser which would have usually carried six guests)
- No communal use books / maps
- Packed lunches – guests may sanitise the outer wrapping lunches and utensils themselves before use

### **OUR CAMPS & LODGES**

The camp manager is in charge of all new protocols in place. As a guest checks in, he will advise / show guests what has been done, and when. Upon returning from an activity, this will be repeated.

No fresh 'welcome towels' on arrival in camps, guests to use the hand washing stations at parking / arrival areas.

### **Staff in Camps & Lodges:**

- Camp/ Lodge staff will be required to wear masks at all times / social distance when other people are nearby.
- Sanitise regularly, and have temperatures checked daily with a record kept accordingly.
- All staff will be temperature checked twice daily by the camp manager and a record kept of this.
- Communal hand washing areas to be used regularly in sight of guests.
- Staff areas will be cleaned to the same protocol as guest areas.

**Daily cleaning of your tent/ room:**

- All surfaces will be cleaned with either alcohol based sanitiser or WHO approved chlorine mixture.
- Once room has been cleaned by the room attendant, it will be closed until guests make use of it.
- Hand sanitiser in each room, so a guest may clean surfaces himself if felt necessary.

**Common areas/ dining:**

- Dining tables will be well-spaced, so as to adhere to social distancing norms.
- Groups to have own distinct dining area.
- Hand sanitisers available near dining tables for easy access, so guests can clean their utensils before use if desired.
- Plated meals (not buffets).
- Where possible, meals and snacks will be individually packaged and prepared under strict hygiene standards.

**OUR GUESTS**

Guest safety and well-being is our top priority. All guests will need to adhere to the destination's Covid protocols. Please check before travelling for any updates.

- Upon arrival into our 'care' we will discuss our SOP with the guest during the safari briefing.
- The guest's temperature will be checked and a record kept accordingly.
- He/she will have access to sanitisers at all times.
- Guests are requested to bring their own face masks for the duration of the safari
- Guests will be asked to wear their face masks when in close proximity to others (staff or other guests) as well as practice social distancing.

At all times we will take note of and comply with any Government and WHO protocols.

Should anyone show symptoms of Covid (staff or guests) during the safari, we will follow the destination's protocol in terms of isolation or evacuation, as instructed by the authorities.

We thank you for your understanding, and look forward to taking you on safari.