



COVID-19 Information and Standard Operating Protocols for Uganda Updated 15th October 2020

In response to the current global COVID-19 outbreak, we have developed the following guidelines for the operation of all our lodges and safari services due to the current COVID-19 outbreak. These protocols are in line with guidelines communicated by the Uganda Ministry of Health and are aligned to protocols and advice from the World Health Organization.

Our current understanding of Government Guidelines is that all Clients entering Uganda are required to show a Negative PCR COVID19 test result issued within 72 Hours of Arrival in Uganda.

In Addition, all Clients departing from Uganda are required to show a negative PCR COVID19 test result issued within 72 hours prior to Departure from Uganda

We will ensure all areas of concern are covered as per below, but encourage all our Clients joining us on their safari and at all our properties to also adhere to the protocols to ensure their personal safety at all times.

Safari and Transfer Vehicles:

- All our Drivers and Safari Guides have been trained on COVID-19 prevention procedures and will wear approved masks at all times whilst operating with Clients on board any vehicle. All our Drivers and Guides will also work with our Clients to ensure minimum contact with the public en route between Lodges and Scheduled Activities to ensure limited contact is ensured.
- All our Drivers and Safari Guides are regularly tested for COVID19 to ensure your safety at all times.
- All Clients on all vehicle trips will have their temperature taken on arrival and thereafter recorded daily whilst on safari. If a temperature of above 38 Degrees Celsius is measured the Client will be isolated until arrangements can be made for them to be transferred to the nearest approved health facility.
- All Clients are encouraged to wear their masks at all times throughout their trip. In addition, all Clients will be given sealed disposable paper tissues whilst on safari and will be encouraged to discard them in the sealable waste bin provided in the vehicle.
- All our vehicles will be deep cleaned and sanitized prior to the start of your safari. At the end of each travel day, all high contact surfaces will be sanitized.
- Easy to follow notices are placed in all our Vehicles to remind guests to use available hand sanitizers placed on board as well as a reminder to wear approved masks and wash their hands regularly.
- On all vehicle trips no Client will be allowed to occupy the front passenger seat and Clients will be encouraged not to rotate seats on all vehicle trips.
- All vehicle trips will be limited to an appropriate number of Clients to ensure efficient social distancing is adhered to. Our reservations office will work with you with regards to shared vehicle trips to discuss options for vehicles and number of passengers on board to ensure the safety and health of all Clients and Staff on board

Hotel / Lodges:



- All Clients at all our properties will have their temperature taken on arrival and this will be recorded as above. If a temperature of above 38 Degrees Celsius is measured the Client will be isolated until arrangements can be made for them to be transferred to the nearest approved health facility.
- Easy to follow notices at our properties remind guests to utilize the hand sanitizers placed throughout the properties as well as to wear approved masks and wash their hands regularly.
- Food and beverage service areas as well as all other public areas have been rearranged to ensure social distancing guideline have been adhered.
- Food and beverage service areas as well as all other public areas that have high frequency use will be regularly sanitized.
- We encourage all Clients to assist by reusing bathroom towels to limit their movement while Clients are staying any of our properties. Proper procedures are in place through all our properties to ensure preventative laundry procedures are in place.
- Personal services such as massages and Guest laundry are at this time unavailable to ensure both your safety as well as our Staff.

Staff:

- All our Staff at all our properties have been trained on COVID-19 prevention procedures and will wear approved masks at all times whilst on the property.
- Staff that interact with Clients at all of our properties reside on site, thus limiting their movement on high risk public transport.
- All Staff temperature will be constantly monitored and recorded.
- All Staff will ensure the regular use of hand sanitizer and will wash their hands regularly.
- All Staff areas as well as back of house areas at all our properties will be regularly sanitized and cleaned.

Boats:



- All Boat Skippers have been trained on COVID-19 prevention procedures and will wear approved masks at all times whilst operating with Clients on board any boat.
- All Clients on all boat trips will have their temperature taken on arrival and this will be recorded. If a temperature of above 38 Degrees Celsius is measured the Client will not be allowed to enter the boat and will be isolated until arrangements can be made for them to be transferred to the nearest approved health facility.
- All Clients are encouraged to wear their masks at all times throughout their trip.
- Easy to follow notices are placed in all our boats to remind guests to use available hand sanitizers placed on board as well as a reminder to wash their hands regularly.
- All our boats will be deep cleaned and sanitized prior to use – including all exterior and interior surfaces.
- On private boat trips no Client will be allowed to occupy the seat adjacent to the Boat Captain.
- All boat trips will be limited to an appropriate number of Clients to ensure efficient social distancing is adhered to. Our reservations office will be in touch with regards to boat trips to discuss options on all boat trips to ensure the safety and health of all Clients and Staff on board.