

HEALTH & SAFETY PROTOCOLS

We are aware of the rapidly changing environment and the protocols laid out below are subject to amendment as and when new information is available or processes change.

THE GUEST EXPERIENCE

All measures implemented by Wilderness Safaris Private Journeys and Wilderness Safaris Zambezi – Touring & Transfers, allow for a continuation of care process. By managing the whole journey, we are able to ensure that guests are taken care of every step of the way, in line with our stringent health and cleanliness standards.

RESUMING OPERATIONS AND WELCOMING BACK OUR GUESTS

By laying out a best practice protocol across our business, we wish to instil trust in our staff, guests, agents and partners that we are providing a safe and healthy space for travel.

MANDATORY MEASURES REGARDING HYGIENE

HANDWASHING

All staff across the business will adhere to mandatory measures, which will be reinforced through strategically placed signage, sanitising products, training and oversight. The Golden Rule to prevent exposure to COVID-19 risks as well as other viral or bacterial illnesses includes:

- Frequently washing hands with soap and water for at least 20 seconds

- If soap and running water is unavailable, using an alcohol-based hand rub
- Observing physical distancing of 1-2 metres
- Avoiding touching eyes, nose or mouth with unwashed hands
- Avoiding close contact with people who are sick
- No shaking of hands



IN-VEHICLE HYGIENE MEASURES

- Guests will be provided with hand sanitiser before boarding the vehicle plus alcohol wipes on board for use on surfaces and their seat area, with facilities for disposal
- Due to the confined space, face masks will be worn by the drivers, guides and all passengers for the duration of the excursion or transfer
- Brochures or magazines will be removed

CLEANING PROTOCOLS

Enhanced standard cleaning measures will include:

- The use of alcohol-based disinfectants as well as environmentally-friendly yet effective detergents
- Wearing gloves while cleaning
- Regular cleaning of all vehicles
- Appropriate disposal of waste material



HAND SANITISERS

These will be available on all transfer and touring vehicles.



PERSONAL PROTECTION EQUIPMENT

This will be available and worn in adherence with government regulations.



VEHICLES, TRANSFERS & SIGHTSEEING

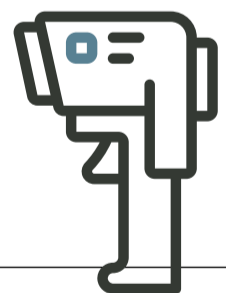
The following guidelines will be adhered to for all vehicles:

- A deep clean every day, including seats and surfaces being wiped down with sanitiser
- Boarding back to front and disembarking, front to back
- Wiping arm rests and touch areas such as window/door handles with disinfectant before and after transfers



HEALTH SCREENING

This will be carried out for both staff and guests in conjunction with health and government guidelines.



COMMUNITY ENGAGEMENT ACTIVITIES

- Welcomes will be verbal, with no handshakes
- Wearing of seatbelts is mandatory
- A first aid kit, plus extra hand sanitiser and masks will be available on the vehicle
- Guests travelling as a family/ tour group may sit together as they wish, and in other instances, physical distancing will be allowed for in the allocation of vehicles
- Opening windows is encouraged if the guest is comfortable to do so and if it is safe (depending area of travel); alternatively the air conditioner will be used
- Make use of the individual Wilderness Safaris water bottles which will be provided to each guest
- Wear masks when out in public at all times, in accordance with Government legislation

HANDLING A SUSPECTED CASE OF COVID-19

We have an established response protocol in place created by our medical advisors, Park. Doctor, which is in line with local Ministry of Health requirements. Guests are able to speak to a medical professional at all times and our Wilderness24 team will facilitate local medical response if needed.

