

# Singita

## COVID-19 PROTOCOLS



After carefully assessing every risk and tailoring preventative measures that ensure the health and safety of all our Guests and Staff, Singita is ready to welcome you back at our lodges & camps as soon as travel bans and lockdowns are lifted.

The health of our Guests and Staff is our priority and Singita's well-informed measures address all concerns travelers may have surrounding COVID-19. In line with the latest recommendations from leading authorities like the World Health Organization, our protocols ensure safe environments at our lodges and camps. Our unique Guest experience has been the bedrock of a stay at Singita since our inception, and has always included the utmost privacy and exclusivity. It forms a seamless part of our new operational procedures, which safeguard your peace of mind at every turn.

### PROACTIVE & PREVENTATIVE MEASURES

#### GENERAL HYGIENE

- Handwash and soap dispenser stations throughout lodge areas.
- Hand sanitizer in all rooms and bathrooms.
- Guest Suites sterilized before check-in and daily during a Guests stay.
- Extra cleaning protocols in suites with focus on high-contact areas and items like door handles, remotes, coffee machines and boardgames.
- Fitness & wellness areas cleaned more regularly, with special attention to high-contact areas.



#### GUEST HEALTH CHECKS

- Enquiry of Guest travel history prior to arrival.
- Guests and all luggage treated with sanitizer on arrival.
- Guest temperatures checked on arrival and logged for reference.
- Medical contacts informed of high temperatures.



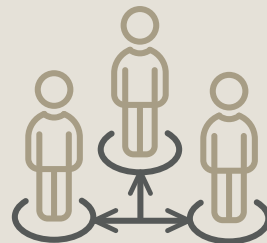
#### DINING

- Chefs prepare food wearing face masks and gloves.
- No buffets, bush dinners and boma dinners unless lodge is booked for exclusive use.
- Snacks individually packaged.



#### SOCIAL DISTANCING

- In all public Guest areas.
- In allocation of dining room tables and decks.
- On game drive vehicles.



#### GAME DRIVES AND LODGE TRANSPORT

- All lodge and hired vehicles are extensively sanitized between transfers, tours and game drives.
- This includes binoculars, window latches, door handles and all high-contact areas.



#### GUEST EXPERIENCES

- We recommend that Guests follow stringent hygiene practices of regular hand washing and sanitization, limited hand face contact, social distancing and the wearing of face masks.
- Offsite activities such as Community Experiences are subject to change: please enquire at time of booking.

#### ON-SITE INCIDENT RESPONSES

All of Singita's properties have strict protocols in place in the event of a guest falling ill or displaying symptoms of COVID-19 while at the lodge. These protocols include isolation in guest suites, access to the on-site medical officer and incident management team, and emergency Medivac airlifts to the nearest pre-approved medical facility for treatment, should the need arise.





### STAFF EDUCATION AND PRECAUTIONS

- Our Staff are fully trained on the latest health protocols, as set out by leading authorities like the WHO.
- Practices include wearing face masks at all times, regular handwashing, social distancing/ isolation after contact with a COVID-19 patient/ symptoms, no handshaking or hugging.
- All Field Guides, key Front-of-House Staff and Managers receive ongoing basic medical training.

### STAFF MONITORING

- Daily temperature checks.
- Incidents of high temperatures immediately directed to on-site medical officers.
- All lodge Staff follow strict self-isolation protocols before returning for duty to ensure they are COVID-19 negative.
- All Staff allowed back at work have been declared COVID-19 negative. *Subject to government regulations.*
- All lodge Staff live on-site. No movement in outside communities allowed.
- Strict hygiene protocols apply to all suppliers and deliveries.



## SINGITA'S REGIONAL MEDICAL SUPPORT

### SINGITA GRUMETI (TANZANIA)

- Full on-site clinic, treatment rooms, laboratory and dispensary.
- Clinic Staff include paramedics, nurses, and laboratory technicians.
- Advanced ambulance fitted with life-support equipment.
- Medivac emergency airlift to nearby hospitals.

### SINGITA PAMUSHANA (ZIMBABWE)

- On-site clinic with fully trained, experienced nurse.
- Twice-weekly paramedic visits.
- Weekly visits by doctor.
- Contracts with doctors in nearby Chiredzi.
- Doctors on call for medical emergencies.
- Medivac emergency airlift to nearby hospitals.

### SINGITA VOLCANOES NATIONAL PARK (RWANDA)

- Akagera Aviation paramedic assistance on standby: 24/7 (road); during daylight (air).
- Medivac emergency airlift to Kigali hospital.

### SINGITA SABI SAND and KRUGER NATIONAL PARK (SOUTH AFRICA)

- On-site essential equipment, medication and first-aid skills supplied by Africa SAFE-T.
- Supported by specialized remote medical consulting team.
- Comprehensive incident management includes coordinating medical care, stabilizing and lifesaving treatment.
- Medivac emergency airlift to nearby hospitals.



## PROACTIVE MEASURES FROM OUR PARTNERS AND SUPPLIERS

### GETTING TO OUR LODGES AND CAMPS

Singita is working with all partner transport suppliers (air and ground) to ensure that appropriate hygiene and safety measures are implemented in line with Covid-19 protocols. Our suppliers are following strict guidelines stipulated by the

relevant regulatory bodies. The safety of our Guests and Staff is our highest priority and all necessary safety and hygiene protocols are in place to welcome them back to our lodges and camps.

Some of these measures include protective wear for Staff and Guests, Staff monitoring and testing, Staff training on health and safety protocols, general hygiene and extensive sanitizing practices on vehicles and aircraft, comprehensive cleaning after every use, and screening Guests on arrival.