



HEALTH & SAFETY WELCOME TO MWAGUSI

During these unprecedented times living with COVID-19, we want our guests to feel safe whilst staying at Mwagusi Safari Camp.

The following protocols have been introduced for the protection of both our guests and staff.

“

WHISPER ITS NAME VERY,
VERY QUIETLY AND ONLY
TO THOSE YOU KNOW AND TRUST,
IT IS WILD UNSOPHISTICATED,
LITTLE VISITED, AND IT IS ON
NO ONE'S ROUTE TO ANYWHERE

”

Lucia van der Post
Financial Times

GUEST ARRIVAL & WELCOME



On arrival into camp, guests will have their temperature taken and be required to sanitize hands by using soap and water or use the provided hand sanitizer.



Hand-sanitising stations will be available, with single-use paper towels provided for hygiene purposes.



Our staff will be wearing face masks and gloves, and interaction with guests will be contactless and from a safe distance.



Check-in forms can be completed by guests as usual. We prefer guests use their own pen, or we can provide a clean pen for use.



Welcome drinks will be served from a tray without contact and guests will be asked to maintain a safe distance.



The welcome briefing for guests will include details of the safety and hygiene measures in place and what will be required of guests during their stay (including the use of masks and gloves and keeping safe distances from other guests).



Guest luggage will be disinfected and taken to the room by staff wearing gloves.



Face masks will be available for guests who do not have appropriate or clean masks with them. We advise that guests bring their own masks.



DINING EXPERIENCE

- ✓ Guests will be required to sanitize hands using hand wash (soap and water) or hand sanitizer provided.
- ✓ Mwagusi has available several dining locations, both inside and outside. We can on request offer private dining at mealtimes.
- ✓ Only two guests per table is permitted, unless a travelling group of more than two has been confirmed at the welcome briefing.
- ✓ Communal dining will not be available, and we will implement multiple sittings for mealtimes if needed.
- ✓ Our staff are all trained on using minimal contact and communication during service and can take orders from a safe distance.
- ✓ There will be a choice at meals times, all food will be served to you by our waiters or a choice of dishes will be available on each table.



GAME DRIVES/AIRSTRIP COLLECTION

- ✓ A maximum of four people will be permitted per vehicle except for groups that are travelling together.
- ✓ Guides will wear face mask and gloves on arrival at the airstrip, when in the main area of the airstrip and when handling guests' luggage. Guests must also wear face masks at the airstrip; however, this is optional while on the game drive.
- ✓ Once the group has left the airstrip, the guide will remove face mask and gloves to speak with guests, as the safety risk is greatly reduced outside of the airstrip.
- ✓ Game drives will take place in open-air vehicles, as usual, which will be disinfected after each game drive.
- ✓ Hand sanitizer will be available for guests and guides and is to be used on arrival at the airstrip, on boarding the vehicle and throughout the game drive.
- ✓ Guests are asked to sensibly practice social distancing throughout the game drive and if meals are served.

“

THERE IS RAWNESS HERE
I HAVE NEVER SEEN BEFORE,
IT'S THE REAL THING,
THE UNEXPURGATED
AFRICA OF LONG AGO,
AND I CAN'T WAIT TO EXPLORE IT

”

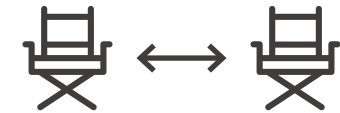
Brian Jackman
Daily Telegraph



SAFARI SUNDOWNERS



Each sundowner location will have an established maximum capacity.



Chairs will be spaced a safe distance.



Guests are to use available hand sanitizer



Waiting staff will wear face mask and gloves to serve food and drinks and will practice minimal contact with guests.



CLEANING OF ROOMS

- ✔ Guests can advise on check-in if they wish to minimize housekeeping to avoid interaction.
- ✔ All housekeeping staff and tent attendants will wear face masks and gloves while cleaning and use disinfectant for cleaning down all surfaces and handles, which will be done twice daily: in the morning when preparing rooms and in the evening during turndown.
- ✔ Each room will undergo a deep clean between guest checkout and next guest check-in.
- ✔ No spare blankets or pillows will be available in rooms. Guests can request extra on arrival.

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THE APPEAL OF MWAGUSI,
WE SOON DISCOVERED,
LAY IN ITS DETERMINATION
TO PROVIDE AN AUTHENTIC
WILDERNESS EXPERIENCE,
WITHOUT COMPROMISING
ON COMFORT

”

Jeremy Lawrence
The Independent on Sunday



LAUNDRY SERVICE

- ✓ Our laundry staff will wear face masks and gloves when handling laundry and only authorized staff are to handle laundry.
- ✓ Bed sheets will not be replaced every day, as per our current eco-friendly system, unless guests specifically request this service.
- ✓ All laundry will be carried out using strong disinfectant soaps.
- ✓ Any guest laundry will be washed separately from others.
- ✓ Clean and dirty laundry will be clearly demarcated with no contact.

COMMUNAL AREAS



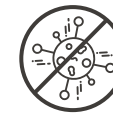
Hand sanitizer will be available throughout the camp and soap and individual hand towels will always be available in public bathrooms.



A staff member will be assigned to regular sanitization duties of surfaces (including handles, metallic surfaces, counters, etc)



Social distancing rules apply, and seating will be arranged to ensure at least one-meter distance between guests.



Dining: Family style options for dining will not be available. All surfaces will be disinfected after each meal.



At the bar: the barmen will wear face mask and gloves to handle drinks and snacks which will be served on a tray.



In sitting areas: guests will be encouraged to practice social distancing.



Around campfire: guests will be encouraged to practice social distancing.

STAFF



- ✓ Staff will be trained in new standard operating procedures and up-to-date facts about COVID-19 (such as symptoms, how it is spread, guidelines and regulations, etc).
- ✓ All staff will have their temperature monitored prior to commencing work, boarding staff buses and at the staff entrance gate.
- ✓ Staff will practice social distancing with other staff and guests and avoid direct contact (including shaking hands).
- ✓ Staff will be educated on proper hygiene practices (such as coughing into elbow).
- ✓ A quarantine room will be made available in the instance a staff member becomes ill.
- ✓ If a staff member becomes ill there is provision for quarantine onsite in specially allocated staff accommodation.
- ✓ A quarantine period and measures will be put in place for staff returning to camps.
- ✓ Staff will regularly wash their hands with soap and water, especially when arriving and leaving main areas, and will be required to use provided hand sanitization.
- ✓ Staff will be provided with multiple face masks and gloves for use throughout their shifts.
- ✓ There will be a dedicated Covid Liaison Manager in each property.
- ✓ We will stagger mealtimes for staff to ensure social distancing.