

# HOW WE'RE KEEPING YOU SAFE AT ASILIA AFRICA

As guests return to our camps, our top priority is ensuring both you and our staff feel safe without compromising the quality, hospitality and excitement that you've come to expect of a safari with Asilia.

The following document defines the protocols used by Asilia to mitigate the risk of COVID-19 in our camps. It is written to ensure the general health and well-being of our guests and staff alike, and to provide transparent information on how Asilia is limiting risk and providing you a safe and healthy space to safari in East Africa.

## THE ASILIA STANDARD OF HEALTH AND SAFETY

The following is applied to all staff across the business and are deemed mandatory measures. Vigilant personal hygiene is the single most important measure that limits the spread of COVID-19 or any other illness. The following preventative measures will be reinforced through strategically placed signage, sanitizing products, extensive staff training and management:



Our protocols have been created with careful consideration and consolidation of the recommendations from the World Health Organisation, Centers for Disease Control, World Tourism Organisation, the International Air Transport Association and health professionals from Park.Doctor with safari knowledge.



It is not always possible to wash hands in the safari environment, alcohol-based hand sanitizer is an excellent alternative. Bottles of hand sanitizers will be available in all public areas for guest use, all guest rooms, on each member of staff and on all game activities and safari vehicles.



On arrival, please look for an Asilia noticeboard with your name when exiting the terminal. You will be greeted by a driver who will keep a safe 2 m distance from your party. They will be wearing a mask and not shaking hands at this time. Rather than a cool towel, you will be offered access to hand sanitiser.



At this time, communal dining is discontinued. All dining is now offered within your travel group and set apart from one another, staggered at different times and locations to limit exposure to other travellers. Meals will be served individually plated or as a table sharing platter with bottles of water and wine left on your table for self-serving.



Asilia staff will maintain a social distance of 1-2 m and avoid handshaking or embraces with other staff or guests.



All community-based activities are cancelled for the foreseeable future to reduce unnecessary risk to guests, staff and the local community.



Staff will frequently wash hands before and after each interaction with antibacterial soap and hot water for a minimum of 20 seconds. All hand-washing stations will have suitable supplies of soap and paper towels will be discarded in a closed bin. Posters indicating the appropriate hand-washing techniques will be visible for both guests and staff.



Our swimming pools are open. To ensure they remain safe, chlorine levels in pools are kept between 1-3mg/l, with the pH between 6.8-7.4. Our sunbathing chairs and areas will be routinely cleaned and disinfected, and swimming towels should be placed in a laundry basket for cleaning after use.



To minimize any risk of COVID-19, all Asilia camp staff are tested before arrival in camp or go through a 14-day quarantine in camp. Staff have their temperatures taken and recorded every morning in line with government guidelines. We have also allocated a dedicated team to look after you throughout your stay, creating a bubble of limited interactions. Your personalised team includes a waiter, driver guide and housekeeper.



If you experience symptoms of COVID-19, you will be asked to isolate in your room until the cause of symptoms can be determined. The camp manager will call our medical support team at Park.Doctor for a telephonic consultation. If the case is considered a potential COVID-19 infection, we will facilitate health authorities to do the necessary COVID-19 tests. If tested positive, the case will be dealt with in accordance with national guidelines, our medical support team at Park.Doctor and the guests' home country consulate.

# 8 HIGH-TOUCH, DEEP CLEAN AREAS IN THE GUEST TENT

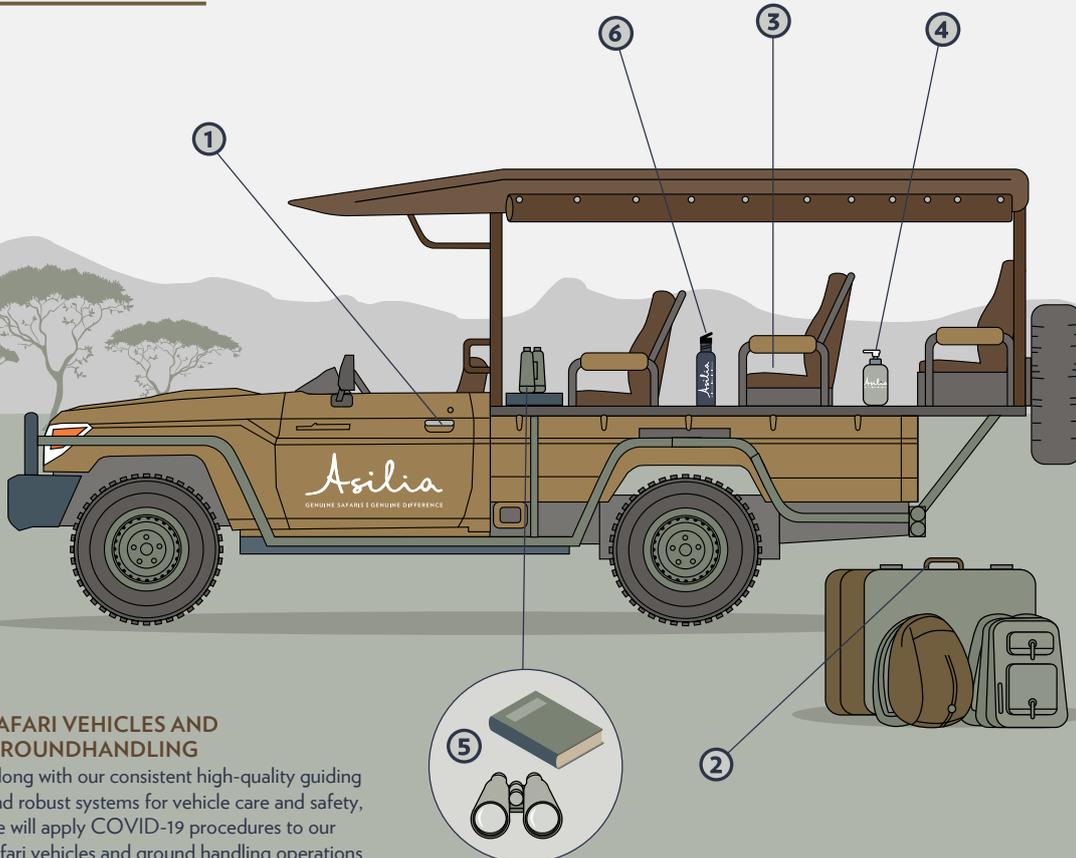


## HOUSEKEEPING

Before COVID-19 was a factor, Asilia already had a vigorous and detailed standard of cleaning in place, which has mirrored many COVID-related procedures recommended by international agencies.

- 1 GENERAL CLEANLINESS:**  
Your dedicated housekeeper will wear a mask and set of reusable rubber gloves to tend to your room. All surfaces will be cleaned with a disinfectant solution containing 0.1% sodium hypochlorite and rinsed after 10 minutes.
- 2 LUGGAGE HANDLING:**  
With permission, your luggage handles will be cleaned before and after bringing it to your tent.
- 3 HARD SURFACES:**  
All switches and electronic controls, radios, air horns, hard surfaces like desktops or nightstands, and all handles and knobs will be thoroughly cleaned.
- 4 BATHROOM SURFACES & AMENITIES:**  
Toilet handles, seats, shower rooms, sink, faucets, bulk dispensers, and countertops. Public toilets will be cleaned three times per day and a disinfectant spray and wet wipes with alcohol will always be available in the toilet for guests to use.
- 5 WARDROBES & CLOSET GOODS:**  
Safe handle and keypad, umbrella, wellies and dressing gowns will all be cleaned accordingly.
- 6 BEDDING & LAUNDRY:**  
Laundry will be placed in laundry bags and handled carefully to prevent potential contamination. Bedding and laundry will be washed on a hot water cycle, hung out in direct sunlight to dry and ironed. Guests should wash all delicate items with detergent provided in their rooms.
- 7 IN-ROOM FOOD & BEVERAGE:**  
Morning tea and coffee service will continue; however, staff will leave the tray outside the room and guests can collect once staff is 2 m away.
- 8 PAPER AMENITIES:**  
We have removed much of the documentation in the rooms and main areas that cannot be cleaned satisfactorily. If you would like any of these materials, please ask and you are welcome to take it with you.

# ASILIA VEHICLE PROTOCOLS



## SAFARI VEHICLES AND GROUNDHANDLING

Along with our consistent high-quality guiding and robust systems for vehicle care and safety, we will apply COVID-19 procedures to our safari vehicles and ground handling operations to ensure from arrival to departure you remain in the safest environment.

- 1 VEHICLE:**  
All vehicles will be sanitized before and after each use with a special focus on high traffic areas such as door handles, window buttons and charging points.
- 2 LUGGAGE HANDLING:**  
On arrival, after checking with you, the driver of your transfer vehicle will clean the handles of your luggage with antiseptic wipes before loading into the car.
- 3 VEHICLE CAPACITY:**  
Where possible, we will provide a private vehicle. If a private vehicle is unavailable, vehicle capacity will be limited to four guests, with the middle row remaining free to provide sufficient distance between groups/couples. If a group travelling together is more than four passengers, they can share the vehicle up to the standard six. No one will sit next to the driver.
- 4 HAND SANITIZER:**  
All safari vehicles and boats will have at least one bottle of antibacterial hand sanitizer for guests. All guides and support staff will carry their own hand sanitizers to maintain hygiene during the activity and when setting up drink stops.
- 5 BINOCULARS & GUIDEBOOKS:**  
Please endeavour to bring your own binoculars and guidebooks. Guides will be unable to share their binoculars unless disinfected each time. Guides will not pass guidebooks back to guests, but can be looked at from a safe distance.
- 6 WATERBOTTLES:**  
On arrival, we will offer you a complimentary metal water bottle that is sealed and solely for your private use throughout your trip. All of our camps have refilling water stations, each with hand sanitizer for you to clean your hands before and after use.

If you have any questions or concerns regarding these protocols, please ask your camp manager. We hope you enjoy your stay.