



The **Safe & Clean Commitment** protocols been implemented by the Extraordinary Collection of lodges and hotels is focused on the guest and staff safety by addressing the various hygiene and social distancing challenges that have been presented by COVID-19.

The aim of the Safe & Clean Commitment is to be able to re-open our operations with the utmost of care and consideration for the safety of all our guests and staff. The properties have signed a pledge to the effect that they will adhere to all safety protocols within the Travel and Tourism industry. A professional full risk assessment has been carried out at the properties to ensure that all staff training will cover the enhanced safety protocols that have been introduced.

#### **Hygiene training for the protection of staff and guests**

All staff has been trained on the various hygiene, sanitation and social distancing protocols and ongoing training will be provided as the situation evolves. Our staff awareness is an aspect that is essential for the effective implementation of our protocols as it ensures that they are protected as well as our guests.

There will always be full disclosure and transparency between the hotel and its guests and staff by way of informing all parties as to the safety and hygiene protocols in place as well as any incident reporting.

#### **Temperature screening and staff monitoring**

We have implemented an end-to-end health and safety plan that will see every staff member temperature tested and meticulously screened before they are deemed to be clear and ready to safely engage with our guests. Each guest will also be temperature screened in a non-invasive and safe manner to ensure the health and safety of all our people. These screening and monitoring protocols will be supported by the necessary contingency plans and isolation/quarantine facilities.

#### **Distant but warm, hospitable guest contact**

To alleviate the risk of transmission, continuous and stringent social distancing etiquette will be implemented between guest and staff to reduce person-to-person contact. Guest areas have been reconfigured in terms of the placement of furniture and décor specific to each property to allow for social distancing practices. Our staff have all been trained on best-practice hygiene and sanitisation and will not be offering the outstretched handshake that you are accustomed to. Instead, a friendly smile will be waiting to greet you warmly upon your arrival and during your stay.

#### **Social interaction kept to a minimum**

We have reduced the capacity of properties within government guidelines across our guest and staff complement. Accommodations at our respective properties are generously set apart and offer privacy and safety, rendering contact with staff and other guests to an absolute minimum and at some properties, limited social contact will see guests experience an almost contactless stay in accordance with stringent health and safety regulations.

**Accredited, hospital-grade disinfectant** with a high classification of bacteria-killing ingredients to sanitise surfaces across all properties. These disinfectants have been produced per health regulations and are also eco-friendly.

**Easily accessible sanitisation stations.** The provision of hand sanitiser placed at the entrances, near the front desk, common areas, game vehicles and throughout the properties within our portfolio. These will always also be used to sanitise room keys and devices shared by staff to ensure a safe environment. All areas will have alcohol-based, hospital-grade hand sanitiser readily available for your use. You can find it in all common areas, reception, on game drives and in your room, upon special request.

**Enriched, deep cleaning and sanitisation standards** across all operations and properties. These include game drive vehicles, bomas, rooms, suites, tents, lookout and viewing decks, guest rooms, common areas, meeting areas, front desks, kitchens, as well as back-of-house areas.

**Surface area disinfection.** The already rigorous cleaning of high-touch surface areas will be further enhanced by the increased frequency of cleaning protocols on all surface areas.

A plethora of housekeeping safety and hygiene standards have been enhanced including linen that will be washed at between 40- and 60-degrees to effectively destroy bacteria.

**A food and beverage safety and hygiene strategy will include amongst others:**

- Reconfigured seating. Chairs and tables are arranged to allow for sufficient social distancing as prescribed in the guidelines of 4 people per 10m<sup>2</sup> with at least 1 meter between chairs.
- Buffet meals are limited and only served during high occupancy with Table d'hôtel menus being used as a norm.
- All menu's and bill folders are wiped down with disinfectant between use. Guests have the option of viewing all the menus on their Smartphones by scanning in a QR code. This includes the Food, Wine, and all drinks menus
- Modified 'in-room' dining protocols and services are available at The Cape Milner and will ensure an uncompromised dining service with minimal contact and adherence to the safety and hygiene regulations.
- Where possible, meals and snacks will be individually packaged and will continue to be prepared in highly controlled environments under even stricter hygiene standards.

**Safari becomes even more personal**

Our game reserve experiences have been modified in accordance with regulated social distancing practices and perfectly blend these unique experiences with maximum health and safety protection. We will allocate no more than 7 guests per open safari vehicle. This will ensure sufficient social distancing and safety for your unique and captivating experience in the wild. Guests can be assured that our game drives will be kept as safe and private as possible and at no stage will we accommodate more than the assigned number of guests on our safari vehicles. All snacks will be separated and offered as such and hand sanitiser will be available for the duration of your game drive.

**Professional care and experience**

We have defined a clear plan with our COVID-19 safety committee at each of our properties for exacting actions in the event of suspected cases. Your safety is our top priority and we have designed protocols that protect you throughout your journey with us. The guidelines that we are following are based on both local and global authorities and as such we can respond to any circumstance that may present itself.