

We look forward to welcoming you to our lodges and would like to provide you with additional peace of mind by sharing with you the steps we are taking to ensure a safe and enjoyable stay with us.



## 4X4 TRANSFERS TO THE LODGE

- Guests being transferred to Thonga Beach Lodge travel in closed, air-conditioned 4x4 vehicles. Maximum 4 guests per vehicle and from the same family or group only.
- Guests being transferred to Kosi Forest Lodge travel in open-air 4x4 vehicles allowing for excellent ventilation. Maximum 6 guests allowing for a spare seat between each person.
- Guests and drivers are required to wear masks at all times.
- The vehicles are sanitized before every transfer.

## ACTIVITIES

- **Motorized activities:** Guests are transported in open-air 4x4 vehicles allowing for excellent ventilation for all motorized activities like safari drives, turtle tours, sundowner excursions etc.
- **SCUBA diving, snorkeling, boat activities :** Masks, snorkels and SCUBA gear are soaked in an antibacterial and sanitizing solution. Boats, canoes and kayaks are all sanitized before use.



## DINING

- We offer as much outdoor dining as the weather will allow.
- Our indoor dining areas are well ventilated and allow for tables to be at least 1.5m apart.
- Tables are sanitized before and after every meal.
- Menus are not shared between tables.
- There is no communal dining apart from groups travelling together.

## TEMPERATURE CHECKS

- Guest temperatures are recorded on arrival and departure.
- Staff temperatures are recorded daily.
- We have a full plan in place should any guest or member of staff display symptoms of COVID-19.



## HANDSHAKING

Unfortunately, we can no longer greet you with a warm handshake but will rather give you the new elbow greeting. Social distancing is adhered to at all times.

## TOUCH POINTS

We have implemented stringent sanitizing procedures for all payment points, door handles, luggage, and high-traffic areas.



## SANITIZING



- Our lodges are designed to invite the outdoors in. There is plenty of space, lots of fresh air and good ventilation in communal areas and guest accommodation.
- Hand sanitizers are freely available at key points throughout the lodge as well as in all areas back of house. Please be assured that stringent health and safety protocols are followed by our staff in all areas including deliveries, food preparation, service delivery, laundry, housekeeping and maintenance.
- Guest bedrooms are sprayed with a highly effective sanitizer after every guest departure. High traffic areas like the kitchens, SPA, offices and back of house are sprayed on a regular basis.

## GUEST VEHICLES

Regrettably, we are no longer able to park or collect your vehicle for you.



## PPE



- All staff are equipped with the necessary personal protective wear.
- Guests are requested to bring their own face masks, however, if you forget yours we do have some for sale in our curio shop.

OUR HEALTH AND SAFETY PROTOCOLS HAVE BEEN IMPLEMENTED AT ALL OUR LODGES



THONGA BEACH LODGE



RHINO RIDGE SAFARI LODGE



KOSI FOREST LODGE



TSOWA SAFARI ISLAND