

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 and menus are not shared between tables.
- There is no communal dining apart from groups travelling together.
- All cutlery will be individually wrapped.
- No buffet style meals are being served.
- Regrettably, we are unable to offer room service other than standard housekeeping practices.

#### 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.
- Cushions and bed throws have been removed from bedrooms until further notice.



## 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.
- Guests may request that their rooms are not serviced by housekeeping for the duration of their stay.

## 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

# PLEASE NOTE:

## GUESTS DISPLAYING SYMPTOMS OF COVID-19

- Guests showing any symptoms of Covid-19 or a temperature above 38°C upon arrival will not be allowed to take up their accommodation and neither will members of the same party travelling with them.
- Guests who develop symptoms of Covid-19 during their stay will be required to undergo rapid testing at the closest testing station.
- All costs to be paid directly by the guest to the service providers.
- Should a guest test positive they and everyone in their party will be asked to leave the lodge.
- Should this be after 2pm in the afternoon guests and everyone in their party will be asked to self-isolate in their bedrooms until 7am the next morning when they will all be required to leave the lodge. Meals will be brought to their bedroom door during this period.

## TESTING FACILITIES

### THONGA BEACH LODGE

The nearest COVID-19 PCR testing facility for guests staying at Thonga Beach Lodge is in Manguzi.

A 4x4 vehicle is required for the route.

- The lodge can arrange a transfer at R600 per person return.

NEAREST TESTING FACILITY	Manguzi (KwaNgwanasi)
ADDRESS	Manguzi Medical Centre, Main Road, Manguzi, 3973
DOCTOR	Doctor Moodley
CONTACT	035 592 0462
TRANSPORT	4x4 vehicle required
4X4 TRANSFERS	Available at an additional charge
TRAVEL TIME (ONE WAY)	1.5 hours
COST OF TEST	R 1 160
RESULTS	Between 24-72 hours

### KOSI FOREST LODGE

The nearest COVID – 19 PCR testing facility for guests staying at Kosi Forest Lodge is in Manguzi.

A 4x4 vehicle is required for the route.

The lodge can offer a transfer at the following rates:

- R 150 per person return if at a scheduled transfer time.
- R 400 per person return if outside of scheduled transfer times.

NEAREST TESTING FACILITY	Manguzi (KwaNgwanasi)
ADDRESS	Manguzi Medical Centre, Main Road, Manguzi, 3973
DOCTOR	Doctor Moodley
CONTACT	035 592 0462
TRANSPORT	4x4 vehicle required
4X4 TRANSFERS	Available at an additional charge
TRAVEL TIME (ONE WAY)	30 minutes
COST OF TEST	R 1 160
RESULTS	Between 24-72 hours

### RHINO RIDGE SAFARI LODGE

The nearest COVID – 19 PCR testing facility for guests staying at Rhino Ridge Safari Lodge is in Richards Bay.

NEAREST TESTING FACILITY	Richards Bay
ADDRESS	Lancet Laboratories, 5 Bay Hospital, Krugerrand Road, Arboretum, Richards Bay, 3900
CONTACT	035 780 5500
TRAVEL TIME (ONE WAY)	2 hours
COST OF TEST	R 850
RESULTS	Between 24-72 hours