



STANDARD OPERATING PROCEDURES for our GUESTS' SAFETY

Vehicle cleansing before departure: Our driver/guide, who will undergo a temperature test prior to occupying the vehicle, will see to it that our Quantum minibus is sanitised using disinfectant cleaner. All interior hard surfaces including seatbelts, grip handles, windows, window and door handles, seats, air conditioning etc will be cleaned at our depot.

On pickup: Our driver/guide will collect you from your home/hotel/hostel or O R Tambo airport and your temperature will be taken. Any tourist with elevated temperature ($> 38\text{ C}$) will not be permitted to enter the vehicle. Once a seat has been allocated to a guest, then that seat cannot be changed. No more than 9 guests will be allowed per Quantum and proper social distancing will be enforced. Couples and family members may sit together but unrelated guests must have a vacant seat between each other. A hand sanitizer will be available and before entering the vehicle, all guests must clean their hands. Face masks will be worn at ALL times during the transit. Should a guest not have one, our driver/guide will supply a face mask and this will be added to your account.

Lunch and bathroom breaks: Guests will sanitise their hands prior to re-entering the vehicle.

On arrival at our lodges: Guests will have hands sanitised as they alight from vehicle. Proper social distancing will be enforced during the welcome talk and at the check in. We request that all guests carry their own luggage to their rooms unless physically unable to do so. We recommend that all payments be made by credit card and not in cash. Card machines will be sanitised after each use. All guests are required to complete a medical form and a travel declaration form.

Game Drives: Your ranger will see to it that the vehicle is properly sanitised. As with the transfer vehicles, guests will not change seats. Social distancing will be enforced. A maximum of 7 guests, including passenger seat alongside the ranger, is permitted, unless the group is a family. Face masks must be worn.



Meals: Only plated meals will be served - no buffet. Drinks from the bar may be ordered and will be brought to your table. We request that the use of glassware be limited.

Rooms: All rugs, cushions and unnecessary décor have been removed from rooms. On request, rooms will be cleaned daily (flash clean involves sweeping, making beds and sanitising bathroom). We request that towels and linen not be replaced during the duration of your stay. Rooms will have major cleaning and sanitisation on check out in anticipation of arrival of next guests.

Our staff will undergo intensive and on-going training. Regular routine cleaning of all public areas will be done meticulously.

Our guests are ultimately responsible for personal hygiene, wearing of masks and maintaining social distance.

We assure you that we shall do everything in our power to keep you healthy whilst on safari with Viva Safaris.

