



SELOUS SAFARI  
COMPANY

COVID-19

# GUEST STAY SAFE STANDARD OPERATING PROCEDURES

---

June 2020



---

# WHAT TO EXPECT

The aim of this policy is to ensure that our guests as well as our staff stay safe during this pandemic.

Hospitality at its core is an industry of people taking care of people. The safety of our guests and employees is paramount. As we work to reopen our nation's economy, we want to ensure guests that our camps and lodges will be cleaner and safer than ever before, when they are ready to travel again.

To meet the new health and safety challenges and expectations presented by COVID-19, we are launching 'Stay Safe'. This new initiative is focused on enhanced camp cleaning practices, social distancing, and workplace protocols, while ensuring transparency throughout the guest journey. Stay Safe will seek to change the industry norms, behaviors and standards to ensure both guests and employees are confident in the cleanliness and safety of our properties. This initiative represents a new level of focus and transparency for an industry already built on cleanliness. Our camps and lodges have always had rigorous standards for cleaning and safety. With Stay Safe we are enhancing these standards to boost consumer confidence and doing so in accordance with guidance issued by international public health authorities, including the Centers for Disease Control (CDC). Please take note that the procedures below have already been introduced in our camps in April 2020.

All staff have been provided with masks, sanitizers and disposable gloves. All guests will be expected to wear a mask in public areas to ensure the safety of staff and other guests.





## COVID – 19 -Safety Changes on Safari

While the safety of our staff and guests have always been the primary priority for Selous Safari Company. We have been using this time during lockdown to review every element of the SSC guest experience to ensure that our guests can feel 100% reassured when they are staying with us. All our Lodges perfectly suited for that post Covid-19 traveller looking for space, wilderness and privacy.

### HOW WE HAVE BEEN PREPARING FOR THE FUTURE OF SAFARI



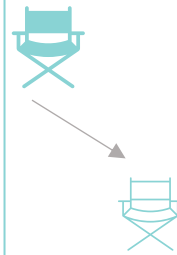
#### In-house Training

Our staff are receiving ongoing training on POSI (Prevention of Spread of Infectious diseases)



#### Enhanced Hygiene Protocols

Cleanliness and hygiene standards have been reassessed and SOP's have been developed to ensure the safety of our guest and staff



#### Social Distancing Strategy

Less tactile forms of greeting, service and general interaction will be observed and encouraged

### WHAT YOU CAN EXPECT WHEN YOU VISIT US

#### Out on Activities

Whether you are visiting us in the bush or at the beach our focus is on providing you with the best possible experience in terms of guiding quality and safety.



Where possible guest numbers on activities will be limited



All our vehicles and boats will be disinfected after each activity and will be stocked with the necessary equipment to ensure the safety of our guests and guides

#### Back at the Lodge

While our focus remains on providing world class service and food we have had to make some changes.



Guests and staff arriving and departing from our lodges will be screened and hand sanitiser will be made readily available to all



Private dining tables will be encouraged and where applicable buffet meals will no longer be the norm



Our public and main areas will be disinfected regularly with products that do not cause harm to our environment and can be disposed of safely

JONGOMERO  
RUAHA NATIONAL PARK, TANZANIA

FANJOVE ISLAND  
SONGOSONGO ARCHIPELAGO, TANZANIA

Siwandu  
SELOUS GAME RESERVE, TANZANIA

PO Box 1192, Dar es Salaam, Tanzania | Office +255 (022) 212 8485 | Emergencies +255 (0) 782 069416

[www.selous.co.tz](http://www.selous.co.tz)

[reservations@selous.com](mailto:reservations@selous.com)

[facebook @seloussafarico](https://www.facebook.com/seloussafarico) [Instagram @selous\\_safari](https://www.instagram.com/selous_safari) [Twitter @seloussafarico](https://twitter.com/seloussafarico)

# GUEST ARRIVALS & DEPARTURES

STAY SAFE



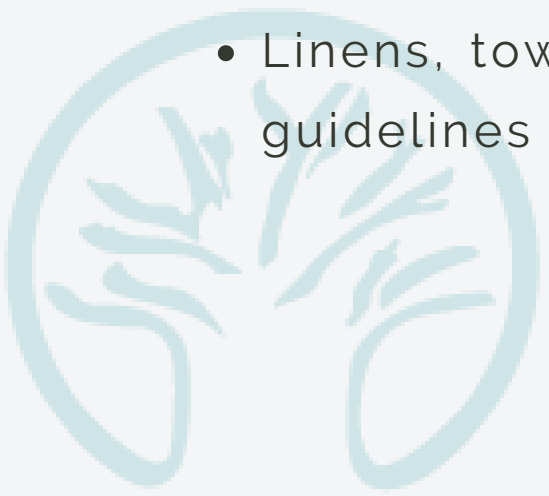
- All guests will be briefed on COVID -19 safety procedures upon arrival
- Social distancing procedures will apply to all
- Hand sanitizer will be made readily available in all public areas
- Handling guest personal items by staff will be limited
- Cleaning and disinfecting shall be frequent with an emphasis on high contact, hard non-porous surfaces including, but not limited to, front desk check-in counters, door handles, public bathrooms, room keys and locks, and all seating areas
- Temperatures of all guest and staff will be taken regularly
- Any person presenting with a high temperature (38 degrees plus) needs to be isolated and monitored



---

# HOUSEKEEPING

- Housekeeping staff will have minimal interaction with guests
- Public areas (Reception, Public toilets, Lounge, Restaurant, Swimming pool areas) to be disinfected and sanitized frequently
- Cleaning and disinfecting protocols will require that attention is paid to high-touch, hard nonporous items including taps, toilet seats, all handles, light switches, luggage racks and flooring
- The frequency of room cleaning during a guest's stay may be altered based on guest requirements
- All laundry bags to be washed and sanitized between new arrivals
- Decorative items will be minimized to reduce risk
- All rooms will be deep cleaned thoroughly cleaned and sanitized before check-in
- In case of a positive COVID-19 case we will follow protocols set out as per official guidelines
- Linens, towels and laundry shall be washed in accordance with CDC guidelines



STAY SAFE





# RESTAURANT

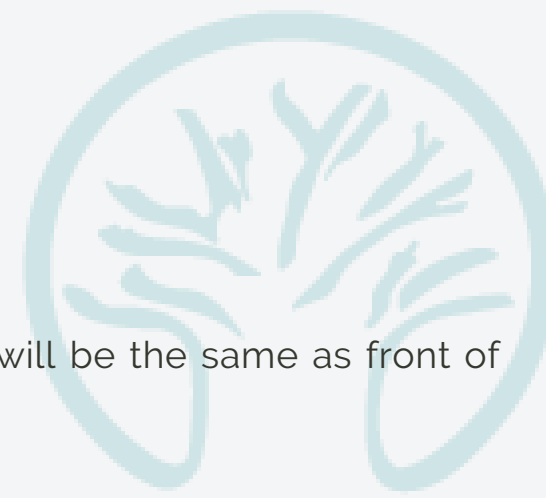
- Hand sanitizer dispensers to be installed at all entrances for guests to use when entering the restaurant area the same applies to exiting the area
- Social distancing to be practiced as much as possible between guest's tables
- Minimal items should be placed on guest tables to allow for effective disinfection, including condiments, silverware, glassware, napkins, etc.
- Bar area, bottles and glasses will be washed/sanitized regularly
- All cutlery, crockery and any other tableware and equipment to be sterilized between settings

---

# KITCHEN

- Handwash/sanitizing stations will be available at all kitchens and all staff will make use of it when entering the kitchen
- Regular sanitizing will occur during shifts
- No staff allowed in the food prep station except chefs
- Shared knives and cooking utensils shall be disinfected after each shift, to ensure minimal contamination between shift changes
- All fruits and vegetables will be washed thoroughly
- Pots, pans, cooking utensils to be sterilized regularly

\*Cleaning protocols for all back of house areas including staff restaurant, staff accommodation and workshop area will be the same as front of house and guest operations. All logistics to be sanitized before being used.







# GAME DRIVES, ACTIVITIES & GUEST MOVEMENTS

- Activity staff will have allocated vehicles and equipment which will be sanitized between activities
- Activity staff to ensure that he/she is carrying sufficient extra facemasks, hand sanitizer, hand soap, hand drying cloths and disposable gloves on the vehicle
- Activity briefing will address all relevant COVID-19 procedures
- Social distancing will be applied across game drive vehicles and boats
- Guest numbers per vehicle/boat will be limited to ensure social distancing
- Minimize any loose lying items and avoid having items such as binoculars available to be shared between guests
- Kitchen/restaurant procedures to be followed for any food and beverage service during activities
- Pre-packed individual snacks/meals to assist in social distancing and minimize contamination between guests during coffee/sundowner breaks







At Selous Safari Company we are committed to all working together and follow these procedures to protect ourselves and our guests, By doing this we can assist in the containing of this virus whilst also ensuring that our guests are able to enjoy the exceptional beauty of Southern Tanzania's wildernesses safely.

Pamoja / Tenebo!