



## COVID - 19 PROTOCOLS

Samara's first priority is the health, safety and well-being of our guests and staff members. As a result of the pandemic we have implemented new protocols designed to give you peace of mind without compromising on Samara's authentic Karoo hospitality. These procedures are based on recommendations by the following leading authorities: the World Health Organisation, the South African Department of Health and the [TBCSA](#).

### GENERAL HYGIENE

- Hand sanitiser & soap dispenser stations in strategic areas throughout the lodges
- All bathrooms equipped with sanitiser and soap
- High-touch surfaces regularly sanitised e.g. door handles, counter tops & card terminals
- Bedrooms thoroughly sanitised before check-in
- Regular aeration of rooms through natural ventilation (opening doors and windows)
- Strict protocols for laundry, including handling and washing at high temperatures

### STAFF HEALTH

- Dedicated qualified Health & Safety Officer overseeing implementation of protocols
- Staff temperature taken daily
- Staff screened daily for symptoms
- Staff equipped with function-appropriate PPE
- Ongoing training in hand hygiene, mask wearing, COVID-19 symptoms and social distancing

### DINING

- All meals cooked to order and served plated
- Individually-packed picnic food
- 2+ metre spacing between tables
- Prioritisation of private dinners

### INCIDENT RESPONSE

- Standard operating procedures for guests/staff with symptoms
- Emergency medical evacuation by helicopter available

### GUEST HEALTH

- All guests to sign Health Declaration on arrival in accordance with government requirements. This information is treated as confidential but may be shared with local public health authorities on request
- Temperature discreetly taken on arrival with no-touch thermal scanner
- Hand sanitiser & soap on arrival
- Luggage sanitised on arrival in suite
- Health & safety briefing on arrival and signage on display in strategic areas
- Guests encouraged to adhere to social distancing in common areas
- Masks for sale in the curio shop

### GAME DRIVES

- Maximum of 6 guests per vehicle, unless larger party travelling together wishes to be on the same vehicle
- Vehicles sanitised between game drives with focus on high-touch surfaces
- Ponchos, blankets & hot water bottles allocated to guests for duration of stay and laundered/sanitised after use
- Individually-packed game drive snacks
- Hand sanitiser provided on vehicle and during bush walks

For further information please contact us:  
[reservations@samara.co.za](mailto:reservations@samara.co.za)  
 +27 (0)31 262 0324