



COVID-19 PROTOCOLS

The Rora Private Collection COVID-19 protocols are in line with the WHO, NICD and the South African Department of Health. We are confident that these extensive protocols enable us to provide a safe guest experience.

STAFF HEALTH, SAFETY AND KNOWLEDGE AND KEY MEASURES

Our team's own health and safety are essential to implement an effective cleaning programme.



Mask Wearing: Our teams have been issued with sufficient masks – both cloth and disposables - which they always wear while on duty or engaging with other staff and guests in communal areas.



Hand Hygiene: Proper and frequent hand washing is vital to help combat the spread of viruses. In our daily meetings, our lodge team is reminded that hygiene starts with this simple act.



Physical Distancing and Screening: Our teams live in and only travel once every four to six weeks when due for their leave cycles. They are screened and monitored daily while at work as well as on departure and arrival for their leave cycles.



Uniforms and PPE: Our teams have all been adequately equipped with uniforms that are sent to the laundry daily. They have been equipped with sufficient masks to ensure twice daily changes and personal hand sanitisers. The appropriate teams have also been equipped with plastic aprons and gloves.



Ongoing Training: Our teams have undergone intensive training on the COVID-19 protocols and are reminded daily of the protocols at the beginning of every shift. We are constantly updated on the latest COVID-19 awareness and share this information at all levels of our operation frequently.



OUR ENVIRONMENT IS SAFE



Our Properties: We have developed heightened hygiene and sanitising procedures and monitoring methods for every area of the property. We use cleaning products and protocols to ensure that all are spotlessly clean and sanitised.

Our properties undergo regular decontamination cleans by independent third parties as required by the guidelines set out by the Department of Labour's COVID-19 Occupational Health and Safety measures.



Guest Rooms: We use cleaning and disinfecting protocols to clean rooms after guests depart and before the next guest arrives, with attention paid to high-touch items. Our housekeepers are fully trained on how to clean and sanitise guest suites which includes, daily cleaning and sanitising of high touch items, dealing with laundry and bed linen changes. We rotate room use to allow for suites where guests have checked out to remain idle for 1 – 3 days to assist with decontamination before the next check-in.



Public Spaces: The properties have increased the frequency of cleaning and disinfecting in public spaces, with a focus on high touch points - bar counters, tables in lounges and dining areas, door handles, public bathrooms, and room keys.



Back of House: In the spaces where our teams work 'behind the scenes', we have increased the frequency of cleaning and focus on high-touch areas like staff entrances, staff relaxation areas, laundry rooms and staff offices.

GUEST PROTOCOL

We want nothing more than for our guests to be able to relax in our environment and feel confident that every measure has been taken to ensure their safety. Instilling this confidence is of the utmost importance to us.

To ensure the safety of all our guests we require them to participate in protocols which contribute to guest and staff safety while visiting one of our properties.



BEFORE AND ON ARRIVAL



Trust and Trace Protocols - We believe our guests are responsible and honest about their health and travel exposure and would only be enjoying our environment if they have not been exposed to COVID-19 and are 100% healthy.

By law, we are to keep a register to assist our Department of Health with tracing individuals that may be negatively impacted by COVID-19. This protocol requires that we keep a record of all guests that have been to the property as well as staff on duty. These records are being kept for a minimum of 90 days. We appreciate our guests' patience and honesty in this regard.



Declaration Form - All guests will be required to complete a declaration form which includes information about medical, and travel status. This will be done two days prior to departure from home, through our reservation office, and again on arrival at the property. This is to provide assurance to the property that our guests arriving are in good health.



Temperature Screening - On arrival all guests will undergo temperature screening. This will be unobtrusive, with high regard for personal space and comfort. After arrival, guests will be screened twice daily, on arrival to the main property area and again before departure to suites in the evenings.

DURING YOUR STAY



Mask Wearing: Our guests are expected to wear masks during their stay at our properties, especially when other guests and staff are in close proximity. We will provide disposable masks for guests that do not have sufficient masks for their stay. Guests need not wear masks while in their suites, or while eating and drinking.



Hand Hygiene: Proper and frequent hand washing is vital to help combat the spread of viruses. And we request that our guests wash their hands frequently. Hand sanitisers are placed in all suites and in the main areas of the property as well as in game drive vehicles.



Physical Distancing: Our property, suites, dining areas and guest experiences all allow for physical distancing. Our normal operation has always catered to the privacy of guests, however, should guests congregate in the main areas, we request that they respect the two metre social distancing guidelines.



GUEST EXPERIENCES



Game vehicles: Our vehicles are washed after every game drive and sanitised. Where possible we ensure that our guests are allocated one vehicle per stay for game drives and where this is not possible, we only allow a maximum of six guests onto a vehicle to enjoy a stress-free game drive. Guests are allocated their own water bottles.

Equipment in game vehicles such as binoculars, hot water bottles, blankets and ponchos are all washed thoroughly and sanitised before and after each game drive.



Bush dining and drink experiences: The presentation of food and drink during all game drives and bush experiences are individually plated and prepared in our controlled kitchen environment that adheres to all hygiene and safety protocols.



Private dining: Our properties have always ensured that our guests have private dining experiences in different areas of the properties. If, however, the weather doesn't allow for private dining venues, we will ensure that dining areas are spaced more than two metres apart to meet physical distancing guidelines.



Individual plating: All meals and snacks are individually plated and prepared in controlled environments under strict hygiene standards. No buffets, bowls and snacks will be served.



OUR SUPPORTIVE PLAN



Isolation suites: We have strict protocols in place in the event of a guest displaying symptoms of COVID-19 while at the lodge. These protocols include isolation in guest suites.



Doctor on call: In the event of a suspected COVID-19 case, we have a doctor/paramedic on call who will take over in dispensing advice in a professional capacity.



Emergency partners: We have clear procedures with our local medical emergency partners at each of our properties on the exact course of action to be taken in the event of a suspected case.



Private healthcare: South Africa has the highest standard of healthcare in Africa with an extensive network of private doctors, specialists, and clinics. These healthcare facilities are easily accessible from our properties.