



TSWALU KALAHARI COVID-19 PROTOCOLS

PREVENTATIVE MEASURES DURING YOUR STAY

The health of our guests and staff remains our number one priority. Tswalu's stringent health protocols have been designed in accordance with global best practice to ensure a safe environment for our entire community. A Tswalu safari has always been, by its very nature, a physically distanced, private experience. With carefully considered protocols in place, we trust that you will enjoy the abundant space and sense of freedom that defines Tswalu.

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ON ARRIVAL

All guests will complete a screening declaration prior to arrival.
Guests' temperatures will be checked using non-invasive, thermal screening..
Guests collected from the airstrip in a safari vehicle exclusively allocated to them for the duration of their stay.
Arrival in camp and check-in procedure will be staggered to maintain social distancing.
Tswalu staff has been instructed not to shake hands or hug anyone on arrival or departure.
Know that our committed staff are smiling broadly behind their face masks.

GENERAL HYGIENE

The wearing of a face mask is advised (eco-friendly face masks provided on request).
Guests reminded and encouraged to follow stringent hygiene practices throughout their stay, including regular hand washing, limited hand-face contact, and sanitisation of hands, electronic devices and other personal effects.
Guests advised to practice physical distancing by standing at least 6 feet (2 metres) away from other groups of people not travelling with them.
Hand sanitiser dispensers available in key contact areas throughout the property.

ON SAFARI

Private vehicle, guide and tracker allocated to each booking.
All high-contact surfaces on the vehicle sanitized before and after each guest activity.
Wearing of face masks by guests while outdoors is at their own discretion.
All safari activities are private – no shared experiences.
Snacks and any picnic meals individually packaged.

ACCOMMODATION

Individual legae (suites) are set apart from one another with plenty of natural ventilation and private outdoor areas.
Guests will be assigned a room that has been thoroughly cleaned and disinfected.
Guest rooms all have a Covid-19 awareness message, outlining Tswalu's health and sanitisation protocols.
Complimentary hand sanitizer provided in each room.
Servicing of rooms by housekeeping at the discretion of each guest.
To limit interaction, housekeeping staff instructed only to service unoccupied rooms.

DINING

Spacious and varied outdoor dining, weather permitting.
Layout of communal guest areas rearranged to ensure appropriate physical distancing.
Dining areas and times will be managed to limit number of guests sharing space.
No buffet dining; all meals a la carte or served to the table.
Private dining and in-room dining encouraged, to minimise social contact.
Single-use menus only.

ON-SITE REPORTING

Tswalu has its own fully equipped health care centre, staffed by an experienced professional nurse.
Dedicated on-site protocol in place, in the event of quarantine and evacuation for confirmed positive cases.
Dedicated isolation suites set aside for presumptive or confirmed positive cases.
If alerted to a presumptive positive case of Covid-19, Tswalu will cooperate with National Health authorities and follow recommended protocols.
Private healthcare in South Africa matches the highest global standards, should the need arise to transfer to a private medical facility.

STAFF EDUCATION AND PRECAUTIONS

Covid-19 safety and disinfection protocol training completed and on-going.
Appropriate PPE worn by all staff, based on their role and responsibilities and in adherence to national regulations and guidance.
Daily temperature checks for all staff are compulsory.
Strict hygiene protocols apply to all services, suppliers and deliveries.