

Hotels and Lodges

Table Bay Hotel

Property Entry Protocols:

- Temperature and contact details taken.

Meals

- Buffets are still offered but manned by staff/chefs.
- There is no self-service, all servicing is done by staff.
- Guests are invited to the buffet on a table-by-table basis to ensure social distancing.

In room tea / coffee facilities

- Tea/Coffee facilities available in suites.
- Guests may also request this from butlers in the Main Areas.

Isolation Room Available?

- Yes

In room testing offered?

- Yes. Guest will be placed in isolation. Doctor will be called for testing. Results may take up to 48 hours.

Where do guests need to wear masks

- In public areas except when eating or drinking

Hotels and Lodges

Chobe Game Lodge

Property Entry Protocols:

- Temperature and contact details taken.

Meals

- Buffets and communal dining not being offered.

In room tea / coffee facilities

- Upon request.

Isolation Room Available?

- Yes

Vehicle Sanitation Methods

- Spray sanitizers and alcohol-based wet wipes on handles.

In room testing offered?

- Yes. Guest will be placed in isolation. Doctor will be called for testing. Results may take up to 48 hours.

Where do guests need to wear masks

- In public areas except when eating or drinking

Hotels and Lodges

Sabi Sabi

Property Entry Protocols:

- Temperature and contact details taken.

Meals

- Buffets are still offered but manned by staff/chefs.
- There is no self-service, all servicing is done by staff.
- Guests are invited to the buffet on a table-by-table basis to ensure social distancing.
- Boma Dinners are being possible, with social distancing protocols enforced

In room tea / coffee facilities

- Tea/Coffee facilities available in suites.
- Guests may also request this from the Main Lodge.

Isolation Room Available?

- Yes

Vehicle Sanitation Methods

- Spray sanitizers and alcohol-based wet wipes on handles.

In room testing offered?

- No. Remote doctors and nurses are available.

Where do guests need to wear masks

- In public areas except when eating or drinking

Hotels and Lodges

The Victoria Falls Hotel

Property Entry Protocols:

- Temperature check for all persons entering the hotel, guests, staff, suppliers. Rolling detailed medical records and temperature files for each staff member.
- Contactless welcome protocol
- Contactless check-in and check-out protocol.
- Disinfected key cards and documents.

Meals

- Buffets are no longer offered.

In room tea / coffee facilities

- Available on request.

Isolation Room Available?

- Yes

In room testing offered?

- Yes.

Where do guests need to wear masks

- In public areas except when eating or drinking

Hotels and Lodges

Southern Sun Hotel at Oliver Tambo International Airport

Property Entry Protocols:

- Temperature check for all persons entering the hotel, guests
- Guests are required to complete screening questionnaires
- If a guest's temperature falls within the normal range and they do not show any symptoms they will be required to sanitize their hands and proceed to check-in. If a guest's temperature exceeds 98° F and/or they have symptoms of the virus, they will not be allowed to check-in.

Meals

- TBD – Restaurants at the hotel are not open yet

In room tea / coffee facilities

- Available on request.

Isolation Room Available?

- Yes

In room testing offered?

- TBD

Where do guests need to wear masks

- In public areas except when eating or drinking

Le Franscshhoek Hotel & Spa

Property Entry Protocols:

- Temperature check available on request
- Dedicated sanitation stations in the hotel
- All keys and/or key cards will be sterilized and placed in a sealed envelope ready for collection on arrival.

Meals

- Traditional buffet service will be limited. When offered, it will be served by an attendant wearing personal protection equipment (PPE), and utensils will be washed and changed frequently.
- Individually plated meals, a la carte menus, in-room and outdoor dining options will be available, weather permitting.
- The number of tables will be reduced, and dining tables will be spaced accordingly.

In room tea / coffee facilities

- Yes. Replenished daily or upon guests' request.

Isolation Room Available?

- Yes

In room testing offered?

- Yes.

Where do guests need to wear masks

- In public areas except when eating or drinking

Airlines and Vehicles

Fedair

Departure Protocols

- All passengers are required to complete and submit a COVID-19 Questionnaire 24 hours prior to departure.
- All passengers will undergo temperature screening upon arrival.
- Any passenger who arrives at the check-in counter or aircraft with signs of acute respiratory infection will be denied boarding and referred to the airport health authority.

Aircraft Sanitation Protocols

- In line with governmental hygiene protocols, the entire facility has undergone deep cleaning and is sanitized regularly. This includes all frequently touched surfaces in guest areas as well as aircraft.
- Between flights, aircraft are thoroughly cleaned, and this is followed by a disinfection process.

In Flight Protocols

- All passengers are required to wear masks in flight.
- If a passenger becomes ill or shows COVID-19 symptoms, FedAir will land at the closest most suitable airfield for Port Health Authority assistance.
The arrival airfield will be notified to ensure that the protocols on the ground are prepared before landing.
A specific disembarking process will be followed and health authority protocols for transit will be followed.

Airlines and Vehicles

Unique Air

Departure Protocols

- All passengers are required to provide Unique Air with medical documents issued by an appropriate authority with negative results for Covid-19.
- At the time of departure these documents shall not be older than 21 days.
- Prior to boarding Unique Air flight crew will screen all passengers.
- Any passenger who arrives at the check-in counter or aircraft with signs of acute respiratory infection will be denied boarding and referred to the airport health authority.

Aircraft Sanitation Protocols

- Aircraft will be completely sanitized prior to each flight with aviation-safe sanitizers.

In Flight Protocols

- All passengers are required to wear masks in flight.
- In the event a passenger becomes ill or shows symptoms on board, the staff will notify the arriving lodge of the symptoms, and guest will be handed over to the lodge staff upon landing to handle required protocols.

Vehicles

Departure Protocols

- All luggage will be handled by drivers/porters who are wearing gloves and will be wiped down with disinfectant before being loaded into vehicles.
- Guests will be offered hand sanitizers before boarding vehicles.
- Masks required whilst in the vehicles

Vehicle Sanitation Protocols

- All vehicles are sanitized before the start of each trip and drivers have all been trained with the latest hygiene protocols. Disinfection detergents and fogging will be used for sanitation.
- All surfaces will be wiped down with disinfectant daily - including handrails, door handles, seats, air-conditioning filters, and floors.
- Cooler boxes will be disinfected before the water is packed into them. Staff will wear gloves to pack the water bottles. Guests will be asked to take their own water out of the boxes when they require it.
- Hand sanitizer dispensers will be in every vehicle for guest usage.

Airports

South African Airports

International Arrivals

- Guests are required to wear a mask at all times.
- Temperature screening will take place before Passport Control. If your temperature is higher than 98°F (37.2 Celsius) you will be directed to the Port of Health stationed at the airport
- A Health Questionnaire must be completed before landing and handed in at the Personnel of the Port of Health.
- A Negative COVID- 19 PCR test must also be handed in at this stage.
- After Passport Control, proceed to Baggage Claim to collect your luggage.
- After luggage collection, proceed to the exit where you will meet your Micato Guide / Safari Director

International Departures

- Passengers must be at the airport at least three (3) hours in advance of flight time to ensure ample time for screening and operational procedures.
- Currently, only passengers are allowed into the Terminal Building.
- Masks are mandatory at all times.
- Every person entering the airport will be screened and their temperature will be taken, should the temperature be higher than 98°F (37.2 Celsius) one will not be allowed to enter the airport building.
- The Traveler Health Questionnaire from the Department of Health is to be handed in before you enter the airport building. The Micato Concierge or Safari Director will give these to travelers the day before departure.
- Once in the airport terminal you will check-in for your flight. If you have checked in online, then proceed to check-in counter for Luggage Drop Off (Note: Online checking is preferred in order to minimize touching of personal identity documents/ passports.)
- The check-in personnel may take your temperature again and ask health questions. All check-in personnel will be wearing face masks and be seated behind transparent screen.
- After check-in proceed, to security clearance where you will be required to scan your own boarding pass. You are now in the Departure Hall.
- Social distancing must be observed at all times; follow the designated markings on the floor. An Exit Health Questionnaire must be completed and handed in to the Port of Health located in the Departures Hall. This Questionnaire will be given to you by your Safari Director or a Micato Concierge.

IMPORTANT NOTE: Some airlines have COVID-19 testing requirements in addition to and/or despite destination requirements. Guests may be denied check-in/ boarding if airline requirements are not met. Travelers are responsible for knowing the requirements of the airline on which they are travelling.

Domestic Arrivals

OR Tambo International Airport (Domestic):

- Disembark the plane, adhere to social distancing, wear your face mask
- You may (or may not) be bussed to the terminal.
- When you exit the airport, you will be screened again.

NOTE: Meet and Greet Representatives are currently not allowed in the Arrivals Hall, and must wait for guests in the Exit Area

Cape Town International Airport (Domestic):

- Adhere to social distancing, and wear your face mask
- You may (or may not) be bussed from the plane to the terminal.
- At the Exit the airport, you will be screened again.

NOTE: Meet and Greet is currently not allowed inside the Terminal. Once leaving the Exit, proceed to the parking where you will be met by your Micato Representative.

Domestic Departures

- Passengers must be at the airport at least two (2) hours in advance of flight time for domestic flights to ensure ample time for health screening and operational procedures. Currently, only passengers are allowed into the Terminal Building.
- Masks are mandatory at all times.
- Every person entering the airport will be screened and their temperature will be taken, should the temperature be higher than 98°F (37.2 Celsius) one will not be allowed to enter the airport building.
- The Traveler Health Questionnaire from the Department of Health is to be handed in before you enter the airport building. The Micato Concierge or Safari Director will give these to guests the day before departure.
- Once in the airport terminal you will check-in for your flight. If you have checked in online, then proceed to check-in counter for Luggage Drop Off (Note: Online checking is preferred in order to minimize touching of personal identity documents/ passports.)
- The check-in personnel may take your temperature again and ask health questions. All check-in personnel will be wearing face masks and be seated behind transparent screen.
- After check-in proceed, to security clearance where you will be required to scan your own boarding pass. You are now in the Departure Hall.
- Social distancing must be observed at all times; follow the designated markings on the floor. An Exit Health Questionnaire must be completed and handed in to the Port of Health located in the Departures Hall. This Questionnaire will be given to you by your Safari Director or a Micato Concierge.

Skukuza Airport, South Africa

Arrivals

- Passengers must wear masks at all times.
- All passengers will be screened upon disembarkation (temperature taken & hands sanitized) and before entering the Terminal.
- Should temperature be higher than 98° F, a second reading will take place after a couple of minutes. If the temp stays high, guests will be examined by a physician or a representative from the Department of Health.
- Once all screening and sanitizing has taken place passengers enter the Arrivals area / Baggage Claim, collect luggage and walk outside.

Departure

- Passengers must wear masks at all times.
- Passengers should check-in online in order to minimize contact
- The Traveler Health Questionnaire from the Department of Health is to be handed in before you enter the airport building. The Micato Concierge or Safari Director will give these to guests the day before departure.
- All passengers will be screened upon arrival (temperature taken & hands sanitized) and before entering the Terminal. If temperature is higher than 98° F the passenger will not be allowed into the building
- After screening, passengers enter the building and proceed to the check in counter. Check-in personnel wear masks and sanitize regularly
- Passengers will be required to scan their own boarding pass at security check points and the boarding gate, present identification, and will be requested to remove their face mask to verify their identification.

Airports

Victoria Falls, Zimbabwe

International Arrivals

- Port Health screening will be done at two designated screening points using the Bussing and Aerobridge Gates, respectively. Temperature checks, recording of personal details, and sanitizing will be done at these screening points. A clear path will be created, and physical distancing will be observed and emphasized.
- Face masks required for travelers. Face shields and face masks will be worn by all staff.
- After screening, proceed to Immigration. You will be asked to remove your mask for identification.
- After Immigration, continue to the Baggage Hall to collect luggage and clear Customs.
- After Customs clearance, proceed through the Arrivals Hall to the EXIT DOOR where you will be met by a Micato Staff Member.

NOTE: If testing is required: The PCR **RAPID TEST** is available at Vic Falls, Lancet Labs, with results in 3 hours. If the Rapid Test result is positive, a full COVID RT-PCR test will be taken and sent to Bulawayo for processing. Results anticipated in 48 HOURS.

International Departures

- Arrive at the airport 3 hrs. prior to flight time.
- Only travelers and airport staff are allowed in the terminal building.
- Face masks required for travelers. Face shields and face masks will be worn by all staff.
- Temperature check, recording of personal details, hand sanitizing, walk through SANITIZING BOOTH.

DEPARTURE LOUNGE SEATING AND BOARDING:

- Every second seat will be blocked with signage marked “NO SEAT”
- Follow social distancing floor stickers for boarding queue.
- Boarding shall be by rows starting from the back for all flights.
- Restaurants and Business Class Lounges will operate as guided by National regulations.

Airports

Botswana

International Arrivals

- Guests will need a negative PCR test certificate no older than 72 hours and proof of medical insurance.
- Guests are required to wear masks and adhere social distancing rules.
- Should the guest display a high temperature, they will be sent to go for a C-19 test, results available between 8-24 hours later. The test and isolation will be for guest own account.
- Guest may not continue with the trip until results are released. If the results are positive, they will be quarantined at their own expense at an approved facility.

International Departures

- The 72-hour rule doesn't apply as guests will be in country already. However, should they display a high temperature, guest will not be allowed to board the plane and will have to have the C-19 test done.
- The turnaround time is 8-24 hours and will be for guests own account. Should the results prove to be positive, guest will be quarantined at their cost.

Domestic Arrivals

- If a guest is displaying symptoms whilst in country, they must take a C-19 test which will be done at their own expense.

Domestic departures

- If a guest is displaying symptoms whilst in country, they must take a C-19 test which will be done at their own expense.

Wine Estates

Lourensford

- Guests' temperatures taken upon arrival and a register is kept for contact tracing.
- Maximum number of 40 people, including staff, are allowed in our tasting room at one time.
- Guests' hands will be sanitized before taking their seats.
- Guests can only remove their masks when doing the tasting. They will be asked to put their masks back on as soon as they finish with the tasting.
- Guests' hands will be sanitized again upon exit.

Morgenster

- Guests' temperatures taken upon arrival and a register is kept for contact tracing.
- Maximum of 50 people, including staff, are permitted in our tasting room at one time.
- Maximum of 8 people at one table, and there will be dedicated staff at each table. Staff temperatures are taken daily.
- Guests are scanned and sanitized when they enter the premises.
- All tables, chairs, door handles are sanitized on a regular basis on the hour.

Groups: All COVID-19 above protocols will be in effect. One (1) staff member will conduct the tasting but multiple staff will be involved in helping to set up and pouring the wines on the day.

Allee Bleue

- Guests' temperatures taken upon arrival and a register is kept for contact tracing.
- Maximum of 160 guests can be seated and inside and outside, depending upon weather.
- Maximum number of 10 seated at a table.
- Staff members each tend to maximum of 3 tables each.
- The wine steward will wear a face mask and maintain social distancing.
- Sanitizer is available at various points.
- Large groups will have a dedicated staff member doing the tasting.
- All staff are screened daily.

Restaurants

Gold

- All staff, guests, visitors and suppliers will be required to sanitize their hands upon arrival at the restaurant. Hand sanitizer is widely available throughout the restaurant.
- Drumming: All drums to be wiped with disinfection solution before placing them on seats for the drumming experience.
- Ceremonial Handwashing: All guests will receive handwashing prior to dinner and sanitizer solution will be made available directly after handwashing and on request.
- Face Painting: there will be no face painting during an infectious disease outbreak.
- Serving of Drinks and Food: All beverages will be served, where possible, unopened and guests encouraged to self-pour. Staff will follow strict hygiene protocols when preparing drinks order and serving.

Bokaap Kombuis

TBA once restaurant re-opens.

Moyo Melrose Arch

TBA once restaurant re-opens.

Micato Safaris Protocols

Staff Protocols

- All offices staff, including field teams, have completed COVID-19 hygiene awareness training and certification.
- Safari Directors, Concierges are tested before every trip.
- Safari Directors will travel with touchless thermometers to take temperatures of Micato field team daily.
- Micato Field Team will always wear masks over the nose and mouth and have been trained on mask hygiene protocols.
- Field Team members will sanitize hands in front of the guests before handling guests' personal items, documentation and luggage.
- Field Team will practice social distancing wherever possible and ensure the same at venues throughout the trip.
- Micato Guides and Drivers will carry necessary PPE that includes a minimum of 2 cloth masks, liquid sanitizer spray with a minimum of 70% alcohol, gel sanitizer to the same specification, and latex gloves.
- Field Team will meet with hotel and lodging staff to ensure they are complying with both their own and Micato's hygiene and sanitation requirements.

Vehicle Protocols

Micato Transport:

- Micato vehicles and supplies are extensively sanitized before and between tours and transfers.
- The guests will keep the same touring vehicle throughout each stage of their trip for contact tracing purposes.
- After each day of usage, the vehicle will be cleaned and sanitized.
- All items in the vehicle – binoculars, snacks, waters and cool drinks - are similarly cleaned prior to loading in the vehicles.
- The driver will wipe down window latches, door handles and all high-contact areas in and outside the vehicle at each stop during the day, whilst guests are on tour/game drive.
- Use of hand sanitizer is offered each time guest re-enters the vehicle.
- Extra sanitization products are kept onboard each vehicle for guests' use, including hand sanitizers, sanitizing wipes, and extra single-use masks.

Non Micato Vehicles:

- Micato maintains the Health and Safety protocols for all vendors. Additionally, we will confirm with all transfer drivers (Fedair, etc.) that the required cleaning / sanitizing was done accordingly.

Touring:

- The Safari Director is and will be familiar with all the protocols and procedure of each destination, be it a hotel, a safari lodge, or a touring attraction.

- All entrance tickets, brochures, boarding passes etc. will only be handled by the Safari Director. Should a guest request it as a memento, they will sanitize it first and only give it to them thereafter.
- All snacks on board the vehicle and in the rooms of the hotel or lodge are sealed, sanitized daily externally, and packed under strict hygienic conditions, as per the commonly agreed food protocols.
- All refreshments on board the vehicles will be wiped down / sanitized before being handed to the guest.

Restaurants / Lodges:

- Menus will be available digitally and/or sanitized prior to them being given to the guests.
- The Safari Director will ensure appropriate social distancing is practiced by restaurant waiters and staff.
- The Safari Director will offer guests an opportunity to wash hands with soap and water before each meal, whether in the restaurant or at a bush event.
- The Safari Director will arrange meetings with Chefs upon arrival at the hotels/lodges/camps to review all Micato-required sanitary measures at included meals, sundowners, surprise bush events and any other venue or experience that might include food during their stay. (staggered tables/review of mealtimes/reservations if required)
- Bush events that offer hot towels upon arrival will also offer hand sanitizer after the towel.
- A la carte meals or serviced buffets (for large groups) at all locations.
- Micato will request individually-served bread/rolls, if applicable, as opposed to community breadbasket on tables, and ensure dry snacks at cocktails and bush activities are in individual serving bowls and/or are individually wrapped.

Airports:

- Safari Directors will have extra disposable masks readily available should guests feel they need at any point in the airport/flight process.
- The Field Team will obtain any required airport paperwork in advance (health questionnaires, etc.), and assist guests in completing them prior to arrival at the airport.
- The Safari Director will advise guests of hygiene protocols for each airport, airline and flight.
- The Safari Director will brief guests on exact procedures for each airport check in, e.g. online check in, contactless presentation of passports, boarding documents, etc.
- The Safari Director will ensure checked luggage is sanitized after being handled by airport staff, and before guests potentially touch it.
- The guest will be responsible for their own hand luggage; however, Safari Directors will carry alcohol wipes to use in the event that their hand luggage is inspected by airport security.
- The Safari Director will offer hand sanitizing wipes after boarding so they may wipe areas around them if they wish (seat belt latches, tabletops, etc.) and will provide zip lock bags to all SD's to collect the used wipes.
- The Safari Director will offer use of hand sanitizer after using biometric machines at immigration.

Should a guest present Covid 19 Symptoms:

Micato has a C-19 Compliance Officer on staff, as required by law, and the following protocols will be followed in case of suspected infection:

1. Immediately isolate the guest from all other travelers and staff to prevent spread.
2. Call for medical personnel and advise of guest's symptoms and fever level (if applicable).
3. Open and begin recording a complete written report that includes timeline, guest symptoms, full names of treating medical personnel, camp/hotel management, and local officials, and any other important information.
4. Call the Micato C19 Compliance Office and Operations Manager to advise of situation, and discuss next steps including but not limited to:
 - Advising local authorities as required by law.
 - Determining quarantine arrangements if applicable.
 - Arrange in room testing for guest(s) if available at the location
 - Provide quantity of single-use masks to sick guest.
 - If guest tests positive, provide the guest with options of repatriation to local private hospital, major center private hospital or range of accommodation options in major center.
 - Compile a complete list of all other staff and guests that have come in contact with the sick guests and who may need to be quarantined and tested.
 - Remove all vehicles and equipment used by guest from usage until all can be sanitized.
 - Assist guest with insurance communications/documentation if applicable.