



SARARA

RESPONSE TO COVID-19 | HOW WE MANAGE THE RISK





Here at Sarara we take your safety as the paramount of importance.

You have chosen to visit one of the remote camps in Kenya and as such have the assurance that you will minimise the contact you have with other people. We have taken every measure to ensure that the camp and the staff have been isolated and protected.

THE STAFF ARE FULLY VACCINATED

STAFF

- All our members of the staff have been briefed in depth as to what the virus is and how best to minimise the risk of catching it. Our staff have their temperature checked at the start of their shifts and on a daily basis.
- Visibly mounted notice boards on screening of staff
- Visibly mounted notice boards actively promoting hand hygiene and physical distancing
- All staff wear masks when unable to maintain social distancing
- A nurse is positioned on site 24/7
- Hand wash stations are positioned around the camp and all staff are required to use these facilities with a log taken each time by the manager
- Should a staff member become ill or present a high temperature then the person is put into immediate isolation and a trained nurse will attend to assess.
- Staff food has been packaged and handled in a controlled environment
- Staff quarters have been retrofitted to allow social distancing
- Rapid covid tests are administered in camp on a regular basis



TRANSPORT TO AND FROM CAMP

- Lodge and Hired Vehicles have been cleaned thoroughly between transfers, tours and game drives with alcohol-based cloth
- Pilots, driver and auxiliary staff have had their temperatures taken with a precedent in place that anyone registering a high temperature will be stood down until a period of isolation is maintained
- Drinking water bottles and the like have been sterilised in advance

MEET & GREET

- No proactive shaking of hands or hugging guests
- No welcome towels

ROOMS

- Staff entering guest areas are limited to only the imperative needed for cleaning and general maintenance
- Staff entering a guest room will have their temperatures taken at the start and end of a shift
- Staff will not interact with the guests in any way and maintain a safe distance at all times
- Staff entering a guest room will be wearing a face mask
- Guest luggage (with the consent of the guest and not on items deemed valuable or easily damaged) will be sprayed with disinfectant
- Hand sanitizers will be provided in every room
- Wash stations are available throughout the camp
- Rooms will be cleaned and disinfected on a daily basis
- All rooms are disinfected with a misting spray machine in between each change over
- All guest bags are misted with disinfectant on arrival
- A laundry service is provided for free in the rooms



VEHICLES

- Vehicles are exclusive to each group - no sharing
- All Vehicles are misted with disinfectant between each group of guests
- Drivers/ guides have had their temperatures taken at the start of the shift and prior to the start of the safari
- Drivers / guides will be wearing masks when unable to maintain social distancing
- Vehicles have been cleaned before and after each journey including:
 - o Interior and exterior door handles
 - o Seat belt buckles
 - o Window latches
 - o Cup holders
 - o Cool box latches/handles
 - o Any other surface that a guest touches that can be sanitized
 - o Waste baskets in vehicles emptied after every tour/game drive and washed regularly
 - o Binoculars, where applicable, to be cleaned after every game drive by wiping eyecups, focusing wheel and high-touch areas with alcohol-based wipe
- Camp manager will meet with our Chef upon arrival at camp to review all sanitary measures; included meals, sundowners, surprise bush events and any other venue or experience that might include food during their stay
- Guests will be given the opportunity to wash hands with soap and water before each safari and meal, whether in the restaurant or at a bush event



FOOD & BEVERAGE

- All food and beverage offerings will be provided on an exclusive basis to enforce social distancing
- No shared dry snacks at cocktails and bush activities. Nuts, crisps, etc. will be individually wrapped and/or placed in individual serving bowls.
- A la carte meals will be served at all possible meal locations instead of buffet
- Waiters and kitchen crew will be wearing face masks when unable to maintain social distancing
- Staff members with flu like symptoms will be removed from duty and placed in quarantine pending results from a Covid rapid test
- Hand sanitizers will be offered at Bush events
- An ample number of hand towels in bathrooms during home-hosted meals will be provided so guests don't share drying towels
- Printed evidence of implementation of SOPS for cleaning
- Request individually served bread/rolls as opposed to community breadbasket on tables
- All utensils will be disinfected in advance of service
- Thorough deep cleaning of the Kitchen using good quality cleaning supplies will be enforced at the end of every kitchen shift
- Drinking water will no longer be provided on a shared basis but in individual water bottles that have been sanitized in advance and individually named for the duration of stay
- Duty roster indicating the number of staff working in food preparation



Rest assured you are safe in our hands

ENJOY YOUR SAFARI TO THE MAGICAL NORTH

SARARA.CO

CONTACT US

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