
Post Covid Health & safety protocols

GILTEDGE

DMC

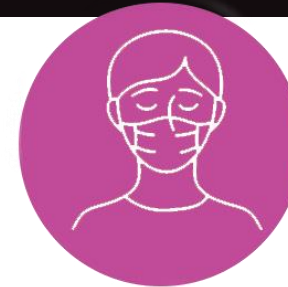
Covid-19 prevention measures

What are we doing to keep our guest & staff safe?

Recent media reports claiming that South Africa will only reopen for international travel in 2021 are false.

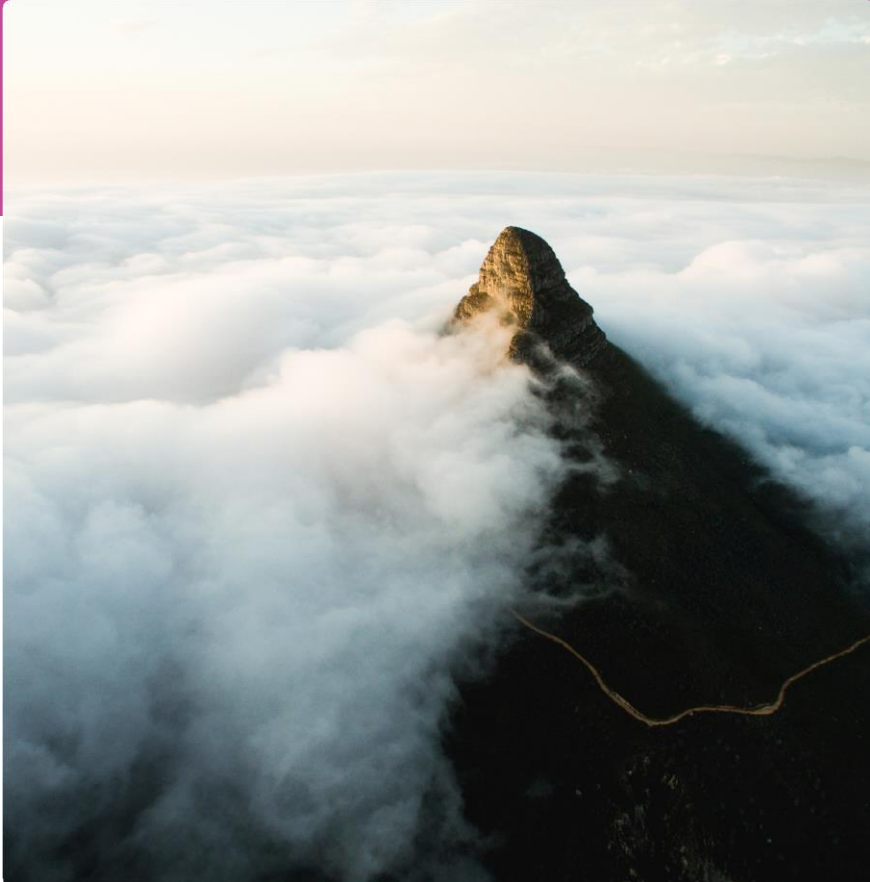
The Tourism Business Council of South Africa (TBCSA) presented a data-driven plan at a parliamentary portfolio committee meeting on 9 June 2020, advocating for an earlier phased re-opening of international tourism from as soon as September 2020.

Our teams on the ground are making sure that we meet the latest guidance from WHO and the CDC on hygiene and cleaning; and abiding by the principles of social distancing. All our suppliers will be trained in safety and security protocols and safe service delivery. We hope this guide will be helpful to keep you updated on our procedures, and to ensure that we're mindful during this time to keep you and your guests feeling relaxed and well taken care of. The actions we take now are continuously going to be adjusted as we continue our phased recovery according to government guidelines and updates.



South Africa

Our current situation



From 01 June 2020, we are on Level 3 of our 5 Level 'risk adjusted' lockdown strategy.

Limited domestic flights for business purposes only. Country's borders & airports currently remain closed to international travel for now with a re-opening planned for September.

Limited hotels open for essential services and business travel only.

Conferences/meetings with maximum 50 participants are allowed.

Maintain social distancing, which is at least 1.5 meters (6 feet).

Face masks are compulsory by law when in any public area.

Hand sanitisers are offered in all public places e.g. supermarkets, retail stores, hotels, meeting venues etc.

countries open

In the rest of Africa & its Islands

Zambia announced the immediate reopening of the country's air borders and airports to revive the economy. Strict health control measures have been put in place.

Namibia has gradually reopened businesses under strict precautions. Domestic travel is allowed, but borders remain closed to non-Namibians. Namibia's national parks have reopened following their closure in April as a result of Covid-19.

1. The reopening of points of entry is targeted for mid-September.

Botswana has allowed lodges and camps to reopen while hotels and restaurants started operating again from June 2020. Domestic travel is allowed with permits.

Tanzania has opened its borders and is already receiving international visitors.

Rwanda's domestic tourism reopened on 17 June and commercial flights will once again be welcomed back into the country starting 1 August 2020.

Kenya's resumption of international flights starts 01 August. A number of safari lodges and camps are re-opening from 15 July 2020.

The Maldives are welcoming international visitors and international flights have resumed 15 July 2020.

Mauritius & the Seychelles are free of the coronavirus. Both island nations have been granted travel corridor exemption status to the UK. Seychelles announced a lifting on travel restrictions in June when the island nation's international airport reopened. Mauritius' borders remain closed.

CAPE TOWN INTERNATIONAL CONVENTION CENTRE

CTICC 1 is currently being used for the COVID-19 Hospital of Hope, but CTICC 2 is available

AS PART OF THE CTICC'S RESPONSE TO THE NEW REALITY DUE TO THE COVID-19 PANDEMIC, THE CENTRE WILL EXECUTE THE FOLLOWING:

- All events hosted at the CTICC must comply with Government health regulations. These regulations form part of the **event permit application process**, which is completed in consultation with the appointed Event Safety Officer.
- All persons **entering the CTICC will be required to wear a facemask**. If an individual does not have a facemask, a disposable facemask will be made available for purchase from the centre.
- All persons entering the building are required to **sign a Visitor Health Screening Form** to assist with tracking and tracing.
- The CTICC will ensure that all staff employed are regularly screened and supplied with the necessary **Personal Protection Equipment (PPE)** to perform their duties.
- Any **additional PPE required** for delegates and event organisers is at the cost of the client or event organiser.
- To ensure everyone has a seamless screening process, delegates are requested to **arrive at the venue earlier than usual**, to allow enough time for the screening process.



Hand sanitiser dispensers have been strategically placed in the centre's public ablution facilities and public areas. These are refilled regularly throughout the day/event.



Social distancing floor markings (**@ 1.5m intervals**) will be placed in areas where queuing is anticipated.



Cleaning and sanitising of all hard surfaces in all public areas and high traffic touch points (handrails, escalators, elevators and door handles, etc.) has been increased.



The centre will have **visible communication regarding Hygiene and Safety** precautions and practices throughout the venue.



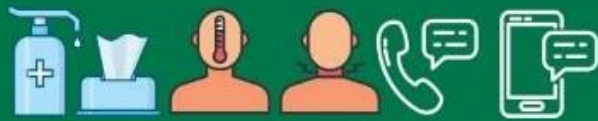
All **buffet stations will have hand sanitisers.**



Before, during & after your meeting

South Africa requires participant records to be kept for the duration of the national state of disaster. The record must be kept for a period of six weeks after the end of the national state of disaster.

How to manage COVID-19 risk when organising meetings



BEFORE the meeting:

- ✓ Pre-order sufficient supplies and materials, including tissues and hand sanitizer, for all participants.
- ✓ Advise participants in advance that if they have any symptoms or feel unwell, they should not attend.
- ✓ Make sure all organizers, participants, caterers, and visitors at the event provide contact details: mobile telephone number, email, and address.
- ✓ Develop and agree on a response plan in case someone at the meeting becomes ill with symptoms of COVID-19

Credit: WHO

How to manage COVID-19 risk when organising meetings



DURING the meeting:

- ✓ Provide information or a briefing, preferably both orally and in writing, on COVID-19 and the measures that organizers are taking to make sure the event is safe for participants.
- ✓ Make sure everyone present is wearing a face mask.
- ✓ Encourage regular hand washing or use of an alcohol-based sanitizer by all participants at the meeting.
- ✓ If there is space, arrange seats so that participants are at least 1 meter apart.
- ✓ Open windows and doors whenever possible to make sure the venue is well ventilated.

Credit: WHO

How to manage COVID-19 risk when organising meetings



AFTER the meeting:

- ✓ Retain the names and contact details of all participants for at least one month.
- ✓ If someone at the meeting or event was isolated as a suspected COVID-19 case, the organizer should inform all participants (without disclosing the identity of the individual).
- ✓ They should be advised to monitor themselves for symptoms for 14 days.

Credit: WHO

transportation

Your safety is our Number One priority and we have implemented the following safety measures in our vehicles

Vehicles are cleaned and sanitized daily

Anti-bacterial spray / foggers are used daily to circulate through the vehicles air conditioning systems

Face masks are compulsory for every person entering vehicle

Sanitation of hands and feet is required before entering vehicle

Temperature checks are mandatory on entering vehicle

Frequent touchpoints and surfaces will be sanitized at each stop

Vehicle load to adhere to government regulations of safe social distancing

GOING ON SAFARI?

Hygiene practices at game lodges

On Safari.

The number of guests on each game viewer will be limited to just **four**, allowing for the required social distancing. The vehicles will also be washed down and sanitised before and after every safari



Catering.

All meals and snacks will be prepared following strict food safety protocols and will be individually plated. As such, we will offer full à la carte menus, but no buffets will be served



Lodge Hygiene.

On a daily basis, the Suites and guest areas will be cleaned and disinfected, and open areas sprayed down, with particular attention paid to high-touch surfaces and high-trafficked areas



Private Dining.

Our dining setups will be thoughtfully laid out, with tables at least two meters apart. Our open dining spaces also create a lovely, more private atmosphere, adhering to the new standards



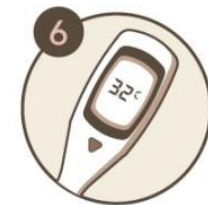
Hand Sanitiser.

Alcohol-based sanitisers will be placed in easy reach throughout the lodge's guest and staff areas



Temperature Testing.

We will implement daily temperature checks (using non-invasive thermometers) for our guests and staff, with the utmost respect for their personal space and comfort



Protective Wear.

Face masks will be made available to both guests and staff



Staff Screening.

Staff returning to work will first undergo the mandatory isolation and testing, before being considered ready to attend to guests again. Our staff on site will also have regular health screenings



Restaurant regulations

During this pandemic most hotels, venues and restaurants will no longer offer buffet service – instead, all meals will be plated. Rest assured that we aim to ensure that we maintain food safety and hygiene standards, food quality, aesthetics and the perfect guest experience.

CAPACITY

The number of people permitted in restaurants is limited to 1 per 1.5 m².

TERMS OF ENTRANCE

Every guest must comply with screening, sanitisation and mask-wearing. Restaurants may deny entry to anyone who does not comply

WHAT THIS MEANS FOR ALCOHOL

Currently alcohol sales and consumption in restaurants is not permitted.

WHAT THIS MEANS FOR EMPLOYEES

Records must be kept daily for all employees and delivery persons. There will be a standard form for recording a guest's personal details at tourism businesses.

Screening, sanitisation and masks are compulsory. Employers must provide training to all staff members as laid out by the Department of Health. All deliveries must be sanitised.

WHAT THIS MEANS FOR GUESTS

Records must be kept daily for all guests. Screening, sanitisation and masks are compulsory. All guests must wear a mask at all times that covers the nose and mouth, except when eating or drinking. Menus must be single-use or digital, or sanitised regularly. Sanitising and hand-washing must take place regularly.

Internal airtravel

South Africa's domestic carriers new regulations include



Temperature screening onboard



Masks to be worn at all times



Onboard air filtered every 3mins



Aircraft are deep cleaned & sanitised



Surfaces are wiped after each flight



No-touch policy between individuals



Hand sanitiser prior to boarding

6 IMPORTANT ITEMS TO REMEMBER BEFORE YOU TRAVEL TO THE AIRPORT



Face Mask



Ticket or Mobile Boarding Pass



ID/Passport/Driver's License



Completed Travel Permit



Completed Health Questionnaire



Inflight Magazine on your mobile

ARRIVE EARLY



Please arrive two hours before your flight to complete the formalities and to ensure that you are not rushed.



From an Air Bridge – Passengers seated at windows will board first, followed by aisle-seated passengers.



Bussing – Passengers seated at windows will board first, followed by aisle-seated passengers.

CSR journey with a purpose

Facility Upgrades

Transforming spaces into happy places! Painting classrooms, fixing windows, renovating swings and jungle gyms make a massive, long lasting difference to the learning experience!

Building Projects

Building Nutec Houses at safety shelters. Building Libraries, Classrooms or Computer rooms are great projects for a group to get involved in that make a lasting difference.

Water Wise Food Gardens

These gardens provide food for the school and only need to be watered once a week, reduce school running costs & create an educational and interactive learning experience for the pupils

Painting Murals

Transforming dull grey concrete walls into fun, educational and inspirational works of art! We will do the preparation and the basic image. We will also provide printouts of suggested images for the group to paint.

Playground/Sports Field Revamp

Turning a sandy, rubble strewn area into a lush green playground brings joy to the pupils while building pride and self-worth. Assemble swings and jungle gym kits and watch the excitement as the kids begin to play.



Our favourable cancellation policy

We aim to keep our deposit and cancellation policies as flexible as possible to give you flexibility and peace of mind. This will only apply to COVID-19 related conditions – see right

– and will be negotiated depending on which suppliers are selected in your itinerary. This policy will come into effect within a period of 60 days of the guest's intended arrival (unless otherwise advised by suppliers).

What is deemed a COVID-19 related qualifying condition?

Government in the guest's country of residence restricts travel, which has direct impact on the guest's travel plans

Travel restrictions on the destination(s) are imposed by the guest's country of residence

South Africa falls under official government sanctioned lockdown

South Africa closes borders to all international travellers or to travellers from the guest's country of residence

International flights are cancelled, with no alternative routing to reach South Africa

A mandatory quarantine period is imposed by South Africa or on return to the guest's country of residence

The guest's country of residence has imposed a COVID-19 related travel advisory

If the guest has contracted COVID-19 and is in quarantine or undergoing medical treatment up to 48 hours prior to travel. In such a case, supportive documentation will be required.

PLEASE NOTE: Cancellation due to fear of contracting COVID-19 or the prevalence of comorbidities will not constitute as legitimate grounds for waiver of cancellation.

Adding value to your experience

All guests can be issued with their own masks, hand sanitisers & hygiene wipes (branding optional at an additional cost)

Interactive walking tours in the outdoors replace coach activities

Outdoor activities like power boating, walk with penguins, dive with seals, etc.

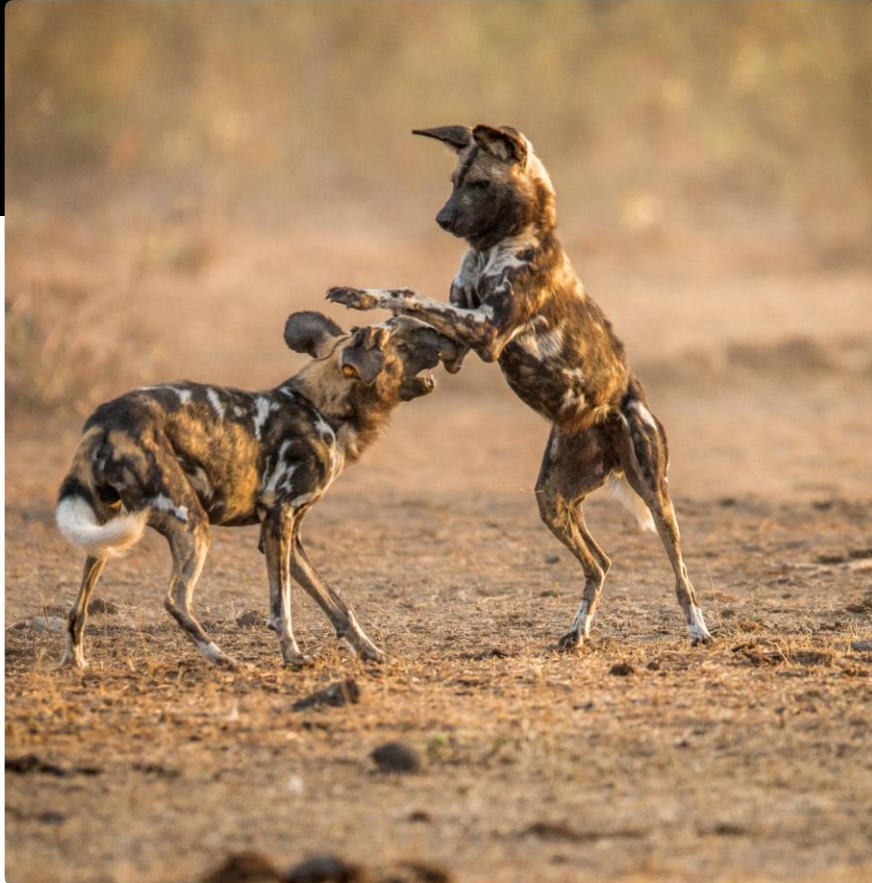
Private location dining e.g. At the aquarium, beach, mountain summit etc.

Sole-use private restaurant dining

Outdoor al fresco picnics in the sunshine

Bush barbeques under the stars

WHY IS AFRICA PERFECT FOR POST-COVID REMOTE TRAVEL?



Captivating wildlife and endless open spaces

Discover the Big 7 – this includes the Southern Right Whale and Great White Shark

Exclusive use safari lodges or boutique hotels, only your group would be using the accommodation (book early)

Exclusive-use = your own health & safety protocols in place

Direct safari lodge access means no need to enter a major city

Private charters

Hire a private island & explore endless golden beaches

Contact us

*Let's get in
touch*

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