



Osero Camp Masai Mara

HEALTH AND SAFETY PROTOCOLS

TO PROTECT AGAINST COVID-19

These are the standards and protocols, operating at Osero Camp, in accordance with the Government of Kenya requirements. They incorporate recommendations from the WHO (World Health Organisation) and WTTC (World Travel & Tourism Council). They will be updated as new information about COVID-19 becomes available.

Osero Lodge Ltd, August 2020

OUR COMMITMENT TO THE HEALTH AND SAFETY OF GUESTS AND STAFF

- General standards and procedures
 - Regular non-contact temperature checks for all
 - Permanent access to soap, water and sanitizer gel
 - Face masks for all guests and staff
 - Gloves for staff and available for guests
 - Social distancing with signage and instructions
 - Procedures for COVID-19 incident handling



CHECK-IN AND ARRIVALS

- Guest information to be entered ahead of arrival
 - Names, passport details (nationality, age, etc), special requirements
 - Briefing will be sent to the lead guest for dissemination to others in the party
 - Cashless payment is required; receipts not handled by staff
- Reception
 - Temperature check on arrival, before proceeding with check-in and regularly thereafter (guests with temperature indicating fever will be quarantined awaiting medical attention)
 - Soap and water or sanitizing gel for all arriving guests
 - All rooms, surfaces, locks/keys, and any other high-touch items are disinfected ahead of arrival and at least daily thereafter
 - Face masks and gloves provided on arrival to every guest
 - If carriage of luggage is required, it will be treated with disinfectant and luggage handlers will wear face masks and gloves



GUEST ROOMS AND SERVICES

- Room attendants and housekeeping
 - Staff all wear face masks and gloves
 - All frequently touched surfaces are disinfected at least daily, including:
 - Locks and keys; bedside tables, drawers and lamps, trunk lids and handles, wardrobe doors and handles, clothes hangers (if not in use), sinks, sink surround, toiletries, mirrors, WC, shower fittings, bath and fittings etc.
 - Room service, available on request, will be subject to safety standards equivalent to those for the restaurant and bar (see below)
- Laundry
 - Staff all wear face masks and gloves
 - Used bed linen and towels will be washed at high temperature using detergent and treated with bleach before rinsing then drying in open air



PUBLIC AREAS, FOOD AND BEVERAGE

- Restaurant and bar
 - Staff all wear face masks and gloves
 - Linen tablecloths have been removed from all tables
 - Menus are posted at convenient locations to avoid having to be handled
 - Order-taking and serving by waiters is at a suitable distance and with safe, minimal handling of food and drinks
- Food and drinks preparation
 - Staff in the restaurant, bar and kitchen wear facemasks and gloves, and perform regular cleansing of hands
 - All crockery and utensils are thoroughly washed using detergent, as always, and are stored/handled using gloves



PROCEDURE FOR HANDLING POSSIBLE ISSUES

- Response to detection of elevated temperature or reported symptoms
 - Affected individual is quarantined in designated area
 - Local clinic is notified
 - Agent is notified if applicable
 - Arrangements made for evacuation (including liaison with insurance company if applicable)
 - Monitoring of all guests and staff to be performed pending medical advice and direction

**HEALTH AND SAFETY OF ALL GUESTS AND
STAFF ARE OF PARAMOUNT IMPORTANCE**

