



COVID 19 POLICY

Private clinic for guests and staff

Kubili House will be operating a small private clinic for the exclusive use of our guests and staff. The clinic will be Covid-19 compliant and will be operated by a qualified nurse under the direct supervision of a physician. The clinic will be able to administer any Covid testing regimen including the ability to both isolate and treat cases. Kubili House is an exclusive use lodge and therefore is in a unique position to help manage and mitigate the risks from Covid 19, providing comfort and peace of mind to our guests.

Additionally, Kubili House will be implementing the guidelines set out by The World Travel and Tourism Council (WTTC) who recently published protocols providing for the hospitality sector to open ensuring the safety and health of guests and staff as a primary factor. These guidelines will be implemented and updated as and when required.

Guest Contact Areas

Guests will be screened on arrival at Kubili House. During the guests' stay, management will conduct regular non-intrusive temperature checks and we strongly encourage guests to notify our team in the event they are displaying any Covid-19 Symptoms. With regards to a suspected case, pre- and post-testing and clear procedures will be adhered to. Immediate quarantine and medical support will be given using our local Medical Response Team.

Guest Villas, Suites and staff quarters, including all small particulars are deep cleaned and sanitized prior to arrival according to strict guidelines. An anti-viral spraying machine will be used to clean soft furnishing twice per day in the rooms

Air-conditioning filters are washed with hot water prior to each arrival.

Luggage will be disinfected and our vehicles are sanitized prior to each transfer/game drive.

Staff

The Kubili House Team will be Covid tested before each cycle. All temperatures will be taken with a non - contact thermometer and recorded.

Our staff have undergone training sessions with the health department and will continue to receive ongoing training. Physical distance plans have been practiced, the conducting of staff hygiene checks as well as all staff temperatures will be recorded at the start and end of each day shift. Hand sanitizer (containing 71.7% alcohol) is placed in multiple locations around the House for guest and staff use. Multiple face masks are provided so that masks can be washed daily. The staff facilities include a canteen where meals are prepared according to regulations. All meals are provided for staff on duty and are healthy and nutritious options for the upkeep of their well-being. There is a dedicated back of house cleaner for regular sanitation of these areas.

Health and Hygiene

Once we reopen, we will carefully review government advice with respect to PPE. Face masks will be available for the preference of the individual guest or employee unless deemed mandatory by government guidelines. All protocols and procedures will be subject to updates in line with latest guidance from the relevant health and industry authorities. Handles, surfaces, switches, and other touch points around the shared areas of the villa will be sanitized every 3 hours and a checklist maintained. Chemical MSDS are available on request.

Food and Beverage

All meals are individually prepared and plated and food handling procedures and are in accordance to hygiene regulations. A food grade sanitizer will be used to disinfect all packaging on goods received, and food surfaces. The dishwashers run between 60-80 degrees Celsius.

Pools and Maintenance

The chemical maintenance of the multiple pools at Kubili House, is in accordance with professional pool company standards and checklists are maintained. Our maintenance personnel all work with sanitized tools.

Activities

Activities will continue but with added protocols in place. Our guides practice strict hand hygiene and wear face masks when social distancing cannot be adhered to. All equipment is sanitized before each guest use.

