

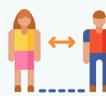
### We are stronger together!

We've always put the wellbeing of our guests and our staff first. Following the guidelines of Zambian and worldwide authorities we reinforced our cleanliness standards and introduced a series of protocols designed to provide a safe and hygienic environment for everyone. This list should help you understand how your experience may be affected. Visit us in total confidence and preparedness. As the situation evolves, this list is subject to change without prior notice.

#### International & Domestic Travel



- Anticipate international & domestic travel measures (travel restrictions, schedule changes or cancellations, health tests & screenings, isolation requirements, etc)
- Expect longer lines and delays
- Compulsory travel & medical insurance



#### Arrival in Mfuwe & at the Lodge



- Transfer vehicle with 50% occupancy
- Temperature check at the lodge ( if above 38c, guest will need to isolate)
- Disinfect luggage and shoes. Porters may be wearing gloves.
- Contactless greetings (no handshakes), briefing & tracing data collection

#### Cleaning & Sanitizing



- Enhanced cleaning schedules and sanitisation of all public areas
- In-depth cleaning of guestrooms once a day, limited turndown service
- Limited handling of room keys
- Removal of minibar drinks & coffee/tea sets in the guestrooms

#### Public Spaces



- All reading material to be removed from lounge and guestrooms
- Hand sanitisers/paper towels available throughout
- Furniture repositioned to respect social distancing
- Removal of self-service coffee/tea/water dispensers

#### Dining



- Individual table service for all meals, no hosting, tables set minimum 2 meters apart. No self service buffet
- Menus may need to be adjusted to limit food handling
- No tablecloth. Disposable paper napkins
- Waiters may wear glove
- Sorry no room service available

#### Safari Activities



- All vehicles to be sanitised before and after activities
- Maximum 2 guests per row, maximum 6 per vehicle (unless same travel group)
- If the Kafunta pontoon is not operating, the entrance to the park will be through the main gate
- Books & binoculars cannot be shared
- Snacks will be limited to reduce handling & sharing

#### Spa, Swimming Pool, Hot Tub & Gym



- Number of users limited at all time
- Pool towels distributed on request
- Hot Tub - limited to same travel group
- Restricted Spa Menu

#### PROTECTING EACH OTHERS IS SIMPLE ! PLEASE FOLLOW THESE MEASURES AT ALL TIME

- Clean your hands often
- Don't shake hands , kiss or hug people outside of your household
- Wear and handle your mask correctly
- Avoid close contacts, keep your distances
- Avoid touching your eyes, nose and mouth
- Cough or sneeze in your bent elbow (not in your hands)
- Clean and disinfect frequently touched objects and surfaces



#### Masks



- Masks to be worn at all times by guests and staff
- Guests must bring a supply of their own masks for duration of entire stay

#### Health Checks



- Compulsory body temperature checks for all staff and all guests at regular interval (minimum daily)
- Staff health closely monitored
- Isolation of guests (in guestroom) in case of any symptoms

#### Medical Assistance



- Compulsory medical insurance including Southern Africa region and medical evacuation
- Limited doctor services in Mfuwe (at own cost)
- No Covid-19 testing facilities in Mfuwe, allow 2-3 days in Lusaka for testing if required prior to departure
- Limited medical evacuation services and flights (this depends solely on insurance company and cover plan)
- Health Department must be made aware of any suspected case and will take over guest handling (evacuation to a Covid center) at guest's expense

#### Responsibility



- Kafunta Safaris cannot be held responsible in any way for any flight delay or cancellation, visa refusal, entry measures (such as tests or quarantine), etc
- Any Covid-19 measures must be complied with in full by all guests, and Kafunta Safaris cannot be held responsible if the stay and/or services are impacted in anyway due to said measures
- Kafunta Safaris is not liable should guests need to be quarantined in our facilities, and any additional cost will be invoiced directly to the guests
- All guests must be fully aware of the risks of travelling during the Covid-19 crisis and assume full responsibility for any consequences of such travels