

# ANGAMA

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## *Covid-19 Protocols I*



### **WELCOME BACK TO THE LOVELY MARA – WE HAVE MISSED YOU**

But we have not been idle whilst waiting for your return. The team at the lodge, led by our General Manager, Azei Lago, and Irene Osamba, our clinical officer, have put in place all the protocols needed to ensure the health and safety of our guests and staff.

Our challenge was to find the perfect balance between giving our guests a safari of a lifetime whilst ensuring their wellbeing. With this in mind, our approach, simply put, is that we will be led by our guests as to what their needs are and tailor-make their stay around those, whilst our back-of-house protocols are rigorous and in line with government standards.

We respect that not all guests have the same needs with regard to Covid protocols and as such we have drawn up a lighter approach and one that is more rigorous. Ideally, we would like to understand more about our guests before they arrive and any overriding concerns they may have with regard to their health and safety. Happily, our lodge is small and our staff very caring and a bespoke approach will be delivered to all.

Our guests are deeply appreciative of the warm, authentic and caring way in which we look after them - in the past, now and for always. We are more determined than ever to deliver this to them despite the prevailing circumstances. For us, our guests' safety is business as usual due to the environment in which we operate.

With its beautiful wide-open spaces, clean fresh air and the countless animals that call this corner of Africa home, guests will have travelled long distances to reach us in the Mara. We believe that whilst keeping them safe and in good health being here with us will offer them an opportunity to fall in love with the world again.

## IN CAMP

- On arrival, no physical contact between staff and guests but our welcome is as warm as always
- Hand sanitiser available throughout the camp and luggage handles sanitised on arrival
- Tents have one dedicated tent steward and are thoroughly deep cleaned before guests arrive
- All communal guest areas thoroughly cleaned throughout the day
- All high-touch surfaces in the guest areas and tents regularly sanitised
- Upon request, masks to be worn by staff in the guest areas
- Guest to choose whether or not they would like to wear masks
- Private in-tent dining is available as usual
- At mealtimes, tables continue to be widely spread throughout the guest area
- All meals at Angama Mara are a la carte
- Cash-free payment methods for any extras, including gratuities, are available and encouraged

## ON SAFARI

- Private vehicles are always offered subject to availability
- All safari vehicles continue carrying hand sanitiser
- Guides to wear face masks on request
- All high-touch surfaces on safari vehicles continuously wiped down throughout the day

## ANGAMA EXPERIENCES

- Lunches in the Shamba and picnics on the Out of Africa kopje continue to be privately offered
- Angama's Sundowner Boma offered but with a limited number of guests attending.
- In-tent massages available. The massage bed is thoroughly cleaned before and after each treatment
- Angama Mara's Fitness Room is deep cleaned between guests' workouts

## OUR TEAM

- Angama Mara's on property clinic's medical officer is on call 24/7
- Angama Guardians are our Covid protocol champions led by clinical officer Irene Osamba
- They have received extra safety and hygiene training, and are our extra eyes on the ground
- All front-of-house staff live on property and work in leave cycles of 3 to 6 weeks, thus reducing movement of staff
- All staff are vaccinated and tested upon their return from leave
- All staff receive regular Covid-19 training with regards to social distancing and enhanced hygiene
- Meals are prepared by Angama's certified food handlers according to Kenyan law
- The staff canteen and kitchen follow the same strict hygiene and service protocols as the guest kitchens

Angama Mara is doing all and more to ensure the safety of our staff, guests and community members. All measures are in line with current Kenyan law, but procedures, like this document, could be updated without notice as we understand more about Covid-19 and how it affects our industry.

Should you wish to receive more in-depth detail on the specific measures Angama Mara has in place to further ensure our guests safety, please request the Covid-19 Protocols 2 document from Anne or Vincent.

March 2022

