

## Health & Safety Protocols

The Matetsi Victoria Falls team stands together with those globally affected by the COVID-19 pandemic. The safety and well-being of our guests and our team remains, as always, paramount, and we therefore closely monitor the World Health Organisation's updates and follow its guidelines. The Zimbabwean Government continue to act in the best interest of its citizens, having acted swiftly to contain the spread of the virus in our country and for this we are very grateful.

We are open for business to our domestic market and look forward to the day that the skies open and we can once again welcome global travellers to our beautiful country.

The following measures form part of, but are not limited to, the key duties and responsibilities of Matetsi Victoria Falls management and staff in relation to the health and safety of all guests visiting our lodge. Management reserves the right, at any time, to amend these protocols in accordance with specific health and safety standards as governed by such bodies as The World Health Organisation and our country's authorities or to improve the service standards at the lodge.

### Reservations

Reservations / Reception to establish per the guest's itinerary where they will have travelled within 48 hours of arrival at Matetsi Victoria Falls and the protocols followed i.e. airport screening, ground handling screening etc. (in order not to duplicate this on arrival at the lodge)



All guest contact information and emergency contact information to be provided at time of reservation

### Arrival and Welcome

**Upon arrival guests will be welcomed and directed to the screening station.**

- All management and staff will wear face masks and hand gloves (gloves, where necessary)

- Wearing of face masks for guests is optional and may be discussed with lodge management on arrival (subject to government legislation)
- Guest will be offered waterless wipes then sanitizer. There are also be visible sanitizing stations set up in all guest areas.



No handshakes, only NAMASTE (or whatever is a preferred non-contact greeting)

- A guest screening station will be set-up and manned by one of the Camp Managers for the screening of guests upon arrival.
- Each guest will be required to sanitize their hands before interacting with any Lodge staff. Guests will be required to complete a check-in questionnaire to assess if they have any flu-like symptoms.



- A mobile phone camera will be used to take an image of the guest's passport / ID in order to avoid these items being handled
- Credit card and cleared EFT payments are accepted and encouraged methods of payment
- All card machines will be sanitized before and after every use with a sanitizer that has an alcohol content of at least 70%
- The Camp Manager will sanitize the room keys and leave them in the room door
- Disinfectant solutions / sanitizer will be available in all rooms.



Should any guests be displaying any symptoms, lodge management will contact the District Medical Officer immediately and inform them regarding the guest and establish next steps to be taken.



On departure, guests will be requested to sanitize and wear masks on entering and traveling in the transfer vehicle as will the driver.

- The Camp Manager at the screening station will wear full PPE (personal protective equipment i.e. gloves and mask).
- Once complete, the guests may proceed to the main area for check-in.
- Luggage will be disinfected before and after handling (on arrival and departure)

## Hygiene Protocol for Guest Suites

- Staff will wear face shield or mask and industrial gloves. Uniforms will be washed daily in hot water and tumble dried.
- Upon arrival the camp manager will confirm with the guests how they would prefer the room be cleaned / turned down in terms of frequency, timing etc.
- Face towels will be replaced with disposable wet wipes / paper towels.



- Water bottles and glassware in bathrooms will be sanitized.



No staff member may enter a guest room when the guest is in the room, unless specifically requested by the guest and approved by management.

Regular sanitising of high-contact areas such as door handles, taps, toilet flush handles, phones, remote controls, speakers and safe will take place



- Housekeepers will sanitise their hands, clothes and shoes after every entry and exit from a room

- One housekeeper allocated per room
- All amenity bottles will be disinfected as well as hair dryer, signal horns, peaceful sleep, bug spray and torches
- Umbrellas and walking sticks only placed in rooms upon request
- Mini-bar and bottles will be disinfected. Guests will also be offered a personalised mini bar on arrival.

## General Hygiene Protocols in Guest Areas and Back of House

### Kitchen



- Team will wash and sanitize hands with disinfectant in fixed frequency (Kitchen management i.e. Executive / Head Chefs will have checks in place to ensure this occurs regularly)
- Team will wash, rinse and sanitize all food contact surfaces of all equipment on a regular basis.
- The use of hand gloves in dish washing section will be mandatory

### Laundry



- Before entering the laundry, laundry staff will wash their hands using hand soap, then sanitise their hands and wear masks
- No unauthorised personnel will be allowed in the laundry area.
- All surfaces will be cleaned regularly
- All equipment touch points will be regularly sanitised
- Laundry staff will wear masks and gloves.
- Laundry bags will only be opened once laundry is sufficient for a full load.
- A bucket of disinfectant and bleach will be placed at the door to sanitise the mops and cloths at the end of the shift.

### Dining and bar area



- Social distancing - bar stools and restaurant tables will be a minimum of two metres apart
- Superior quality disposable napkins will be used for all meals
- All cutlery will be presented in a napkin fold pocket.
- All condiments will be sanitized before and after each serving period and as required during service
- Chefs will talk through the menu options with guests at mealtimes and for subsequent meals. Menus will only be presented if necessary.
- A record will be kept of staff on duty and which rooms they are assisting
- Camp managers will control access into the butler stations and restaurants



Social distancing will be maintained between staff and guests throughout service

## Activities / Transfers



- Guide and tracker's temperature checks to be taken and signed off on arrival for duty
- Vehicles will be sanitized and wiped down before and after the activity / transfer.
- Canoes – all equipment will be disinfected and sanitized before and after use
- Vehicle and guides will only be ready at the car park 10 minutes prior to departure time.
- A briefing will be given to all guests on safety and Covid-19 protocols prior to drive.
- Maximum of 4 guests per Game Drive vehicle (unless a larger party is traveling together)
- Maximum of two persons per canoe
- Sanitizers and wipes will be offered to guests at each stop.



Any refreshments / snacks offered during activities will be served in individual packs. Bottles / glasses / cups will be cleaned and sanitized accordingly

- Third party activities i.e. Tour of the Falls, are subject to their own protocols

## Guest Recreation Area



### (Lap pool, gym, spa, library, wine cellar)

- Deep cleaning and sanitizing of massage tables and equipment will take place after each treatment.
- Guests having a treatment will be asked to shower both before and after
- Therapists will wear face masks during all treatments



The gym will be disinfected before and after each guest has used it (where necessary management will assess lodge occupancy and advise to book specific time slots to use the gym)

- Maximum of 4 guests at the main pool area at any one time, unless part of a group
- Guest will be required to sanitize before entering the wine cellar (pre-booking this space is encouraged and will be discussed on arrival)

## Medical Support

Through the We Are Victoria Falls initiative a full COVID-19 medical centre has been established in Victoria Falls to specifically service visitors to the area.



This is overseen by the District Medical Officer with whom Matetsi Victoria Falls are in contact. There are specific protocols in place to ensure that any guests presenting with symptoms are referred there and receive the best medical attention.

Whilst we firmly believe the medical attention to be of a high standard in Victoria Falls, we understand that the need may arise

to be taken to a facility in one of the major centres i.e. Harare / Bulawayo. This will be arranged through ACE Air & Ambulance who have an extensive fleet of both air and road ambulances with bases throughout Zimbabwe.



Please ensure that guests are comprehensively covered by their own travel insurance for medical related expenses that may be incurred

## Management and Staff Monitoring and Awareness

- All management and staff have been tested and cleared for COVID-19
- Staff all live on-site whilst on duty and do not interact with outside communities
- Lodge staff that have been away and are returning for duty will be tested and declared COVID-19 negative before commencing duties



Staff are all trained on Covid-19 related procedures (Screening, symptoms, hygiene, and applicable responses) The training is ongoing and will be updated as per advice from authorities and WHO

- Staff trained for entry and exit from work areas, ensuring social distancing (minimizing contact between shifts, at mealtimes and on transport)
- Daily temperature checks are recorded, by a COVID-19 champion who understands the necessary protocols
- Staff wearing material face masks will be washed daily (one on, one off)
- Staff will ensure hands are washed / sanitized, management checks will be carried out daily to ensure compliance
- Records will be kept of cleaning and sanitization schedules



Reminders on sanitization and hand cleaning will be visible throughout the lodge and back of house to ensure constant awareness is maintained

- Should a staff member test positive, those who have been in direct contact with that member of staff will be quarantined and tested
- Well established cleaning and housekeeping protocols will be followed with the introduction of very specific additional tasks that are required to ensure absolute hygiene and cleanliness pertaining to COVID-19 protocols as set out by leading authorities i.e. WHO
- Regular cleaning of high contact areas i.e. walls, floors, door handles, remote controls etc will take place throughout the day



Strict hygiene protocols will apply to all suppliers and deliveries who have in turn been requested to provide their own set of protocols to Matetsi Victoria Falls management to ensure compliance.

- Canteen will be washed down and sanitized after each meal period. Staff will also supply their own plate / cup / cutlery and wash their own equipment after each meal

**For further information on our COVID-19 protocols and support, please contact us:**

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