

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 and it has been wonderful to welcome Zimbabwean based guests as well as some global travellers to our beautiful corner of the world.

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 and/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 by a camp manager and key team members.

- All management and staff will wear face masks.
- Wearing of face masks for guests when in the proximity of other persons is highly encouraged.
- Luggage will be disinfected before and after handling (on arrival and departure).
- Guests will be invited to sanitise at a hand sanitising station. There are also visible sanitizing stations set up in all guest areas. Each guest will be required to sanitise their hands before interacting with any lodge staff.



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

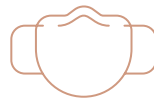
- Camp managers will screen guests upon arrival, this will involve temperature check, brief questionnaire to assess if guests have any flu-like symptoms, and presentation of negative COVID-19 test certificates or vaccination records (as appropriate). Daily temperature checks will be done for guests and for staff.



- Credit card and cleared EFT payments are accepted and encouraged methods of payment.
- All card machines will be sanitised before and after every use with a sanitiser that has an alcohol content of at least 70%.
- The Camp Manager will sanitise the room keys and leave them in the room door.
- Disinfectant solutions / sanitiser 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 sanitise and wear masks on entering and traveling in the transfer vehicle as will the driver.

- Once screening is complete, the camp manager will proceed with standard check-in procedures.
- A mobile phone camera will be used to take an image of the guest's passport / ID (if required) in order to avoid these items being handled.

Hygiene Protocol for Guest Suites

- Staff will wear face shield or mask and industrial gloves. Uniforms will be washed daily in hot water, tumble dried and ironed.
- 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.



- Water bottles and glassware in bathrooms will be sanitised.



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 and shoes after every entry and exit from a room.
- One housekeeper allocated per room per stay. A record will be kept of staff on duty and which rooms they are attending.
- Regular sanitising of high-contact areas such as door handles, taps, toilet flush handles, phones, remote controls, speakers and safe will take place.
- All amenity bottles will be disinfected as well as hair dryer, signal horns, peaceful sleep, bug spray, torches, umbrellas and walking sticks etc.
- Mini-bar, bottles and coffee / tea station 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 sanitise hands 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 sanitise 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 and sanitised regularly.
- All equipment touch points will be regularly sanitised.
- 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.
- All condiments will be sanitised before and after each serving period and as required during service.
- Breakfast menus will be laminated, sanitised and replaced regularly. Lunch and dinner menus will be once-off .
- 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 sanitised and wiped down before and after the activity / transfer.
- Canoes – all equipment will be disinfected and sanitised 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 two persons per canoe.
- Sanitisers 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 sanitised 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 sanitise 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 W.H.O.

- Staff are 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.
- Fabric face masks will be washed and sanitised after each shift.
- Staff will ensure hands are washed and sanitised regularly as stipulated by Management per Department. On-going checks will be carried out to ensure compliance.
- Records will be kept of cleaning and sanitisation 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 (including for example the World Health Organisation).
- Regular cleaning and sanitising of high contact areas e.g. 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 sanitised 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:

+263 8677 004 779 / +27 21 200 4220 | www.matetsivictoriafalls.com | info@matetsivictoriafalls.com

Matetsi Private Game Reserve, Victoria Falls, Zimbabwe.

MATETSI
VICTORIA FALLS