

PREVENTIVE MEASURES

Our key priority is the health and wellbeing of our staff and esteemed guests. The measures we have adopted in all our vehicles is in tandem with government set standards to offer complete comfort and high levels of hygiene to our guests. Let us work together, we want you to enjoy a truly authentic safari experience with us.

What to expect?



INDIVIDUAL TEMPERATURE SCREENING

Temperature screening will be undertaken for all guests before boarding any of the safari vehicles or transfer coaches and vans using a contactless thermometer. All our staff including driver guides will also be screened on arrival at the property daily. They will also be monitored at regular intervals to ensure they do not show any symptoms of COVID-19



PERSONAL HYGIENE

Alcohol-based hand sanitizers will be readily available throughout a safari or excursion. Please use the sanitizers and we recommend you also have your own for use at other times.



PERSONAL PROTECTIVE EQUIPMENT

Guests will be required to wear face masks at all times when on safari and aboard any of our vehicles and in public areas during the excursions. All our staff will also wear face masks at all times and on certain occasions they may also wear rubber gloves as and when necessary.



MAINTAIN A SAFE DISTANCE

Our vehicles do not have a middle seat to help you maintain a safe distance from other passengers while the seat next to the driver will at all times remain vacant. We have also clearly marked reminders in the vehicles on wearing a mask and sanitizing.



REST STOPS

We have identified stopping points that conform to a high level of hygiene. Please once you have used the facilities and before boarding the vehicles you will be required to sanitize your hands again and this shall also apply to the driver-guide.



GUEST LUGGAGE

All luggage will be disinfected before loading on to our vehicles and each resort, hotel or safari camp will again disinfect your luggage before it is sent to your rooms. The same process in reverse shall apply upon check out.



CLEANING SCHEDULE

We have detailed cleaning and disinfecting schedule in all our vehicles from transfer vehicles to safari vehicles. The designated driver guides have been trained and equipped to sanitize the vehicle at all times. High touch surfaces (vehicles door handles and latches, armrest, headrests, support bars, pop up roof sides) will be sanitized frequently.



DRINKING WATER

In our commitment to promote plastic free tours and government of Kenya ban of single-use plastic in national parks we have provided for your comfort a water dispenser during your trip with us. Guests should use their own water bottles to fill up from the filtered drinking water dispenser within the vehicle. Please allow your driver guide to operate the pump for you to avoid multiple handlers to avoid any cross-contamination. For smaller transfer vehicles from the airport, we shall provide water in reusable glass bottles. Please it is very important that you remain hydrated at all times.



PAYMENTS

To reduce the spread of COVID-19, we strongly recommended that you use your card to avoid handling any cash during your trip. Most hotels, resorts and safari camps all have card paying system to avoid cash.

STAFF AWARENESS



STAFF TRAINING AND EDUCATION

All our driver guides and staff have received specific training on health and hygiene protocols from experienced hygiene firms. Our staff will receive ongoing training on these preventive measures.



EMERGENCY PROCEDURE

A clear procedure is in place with our local emergency partners aboard our vehicles and at all our partner hotels, resorts, and camps. In case of any emergency evacuation, we also have a clear course of action to take in the event of a suspected case of COVID-19. You are strongly advised to purchase a high level of insurance cover during your visit. As your preferred safari partner, we have an arrangement with Flying Doctors of Kenya for emergency airlift to Nairobi or Mombasa.