

ENKOROK MARA CAMP LTD. COVID-19 SAFETY PROTOCOLS



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Our top priority at Enkorok Mara Camp Ltd is to ensure the safety of our guests, tour guides and staff by implementing the safety protocols as stipulated by the World Health Organization (WHO) and the Government of Kenya's Ministry Of Health to avert the spread of the COVID-19 Virus.

We are already on-course in following the set protocols and train of staff accordingly as we prepare to resume operation in a safe environment as soon as travel is authorized

WE ARE COMMITTED TO ENSURE THAT OUR CAMP STAFF OBSERVE THE FOLLOWING PROTOCOLS

- Get regular **contact** -less temperature checks
- Have 24/7 access to hand washing soap, running water and sanitizers
- Put on Face masks, hand gloves, face shields among other PPEs.
- Observe and maintain social distance at all the time.
- Receive training on Covid-19 emergency handling.
- Undergo regular covid 19 testing.

SAFETY FIRST

SOCIAL DISTANCING IN PRACTICE



BOOKING PROCESS

- We shall obtain guests details in advance i.e.passport info. so as to fast track the check-in process at the camp
- Encourage electronic payments to avoid cash handling
- Send briefing on hygiene and safety measures set at the camp upon confirming a booking

COVID-19
SCREENING
AREA

ARRIVAL AT THE CAMP & CHECK-IN PROCESS

WE SHALL:

- Avail hand washing running water / soap for all arriving guests*
- Disinfect the guest's luggage*
- Check guests' temperature twice a day and keep records for the entire guest duration of stay.*
- Maintain safe social-distance.*
- Our staff will wear masks and gloves at all the time*
- Luggage handlers will be wearing gloves and masks*

- Disinfect pens and tablets used before being used by the next guest*
- Trained staff will be ready to assist our guests in the event of any emergency*
- Check-in and check out will be through an online portal to reduce points of contact*
- Disinfect room keys and Room pad-locks*
- Advice guests that they will be expected to wear face masks at all times other than when in their rooms or dining areas.*
- Gift pack including sanitize and face mask will be provide to all guests at check-in*

GUEST TENTED ROOMS



- Conduct thorough room and bathroom cleaning
- Disinfect all the surfaces
- Provide clean linen that is treated
- Housekeeping attendants to wear masks and PPEs at all the time
- Laundry Team to wear PPE for safety
- Limit staff interaction in the guests Tents
- We shall Remove the extra throw cushions and additional pillows
- There will be no turn-down to avoid staff contact with the guest rooms after check-in



DINNING /BAR AREA

- Maintain Social distance as directed by the Government of Kenya
- Sanitize tables before and after guest use
- No linen on all the tables
- Display visible signs on safety and health measures set to avert the spread of Covid 19
- We shall avail disposable cutlery on request
- Provide disposable serviettes
- Avail hand washing stations with water and sanitizer
- Avail menus on a visible board
- avail all condiments in sachets
- All waiters to wear masks and gloves at all times



sanitized notices



BILLING AND CHECK OUT

- We encourage cashless payments like mpesa and online credit card links
- All receipts will be sent electronically
- Post stay feedback forms will be sent online
- All luggage handles will have to wear masks and gloves.



EMERGENCY PROTOCOLS

- We at Enkorok Mara camp have committed to train all our staff on dealing with emergencies smoothly ensuring utmost safety.
- In the event of a suspected COVID-19 case ,the guest will be assigned to the designated Isolation room for monitoring as we laise with the guests agent for evacuation at the guests expense or by using their medical insurance cover .

CERTIFICATION AND COMPLIANCE

- We are happy to confirm that Enkorok Mara Camp Ltd. has been certified under the regulatory Compliance requirements laid down by the Ministry Of Health in conjunction with the Narok County Government and we are fully compliant and licensed to resume operations.