

HEALTH AND SAFETY PROTOCOLS

**AGAINST THE SPREAD OF
COVID-19**

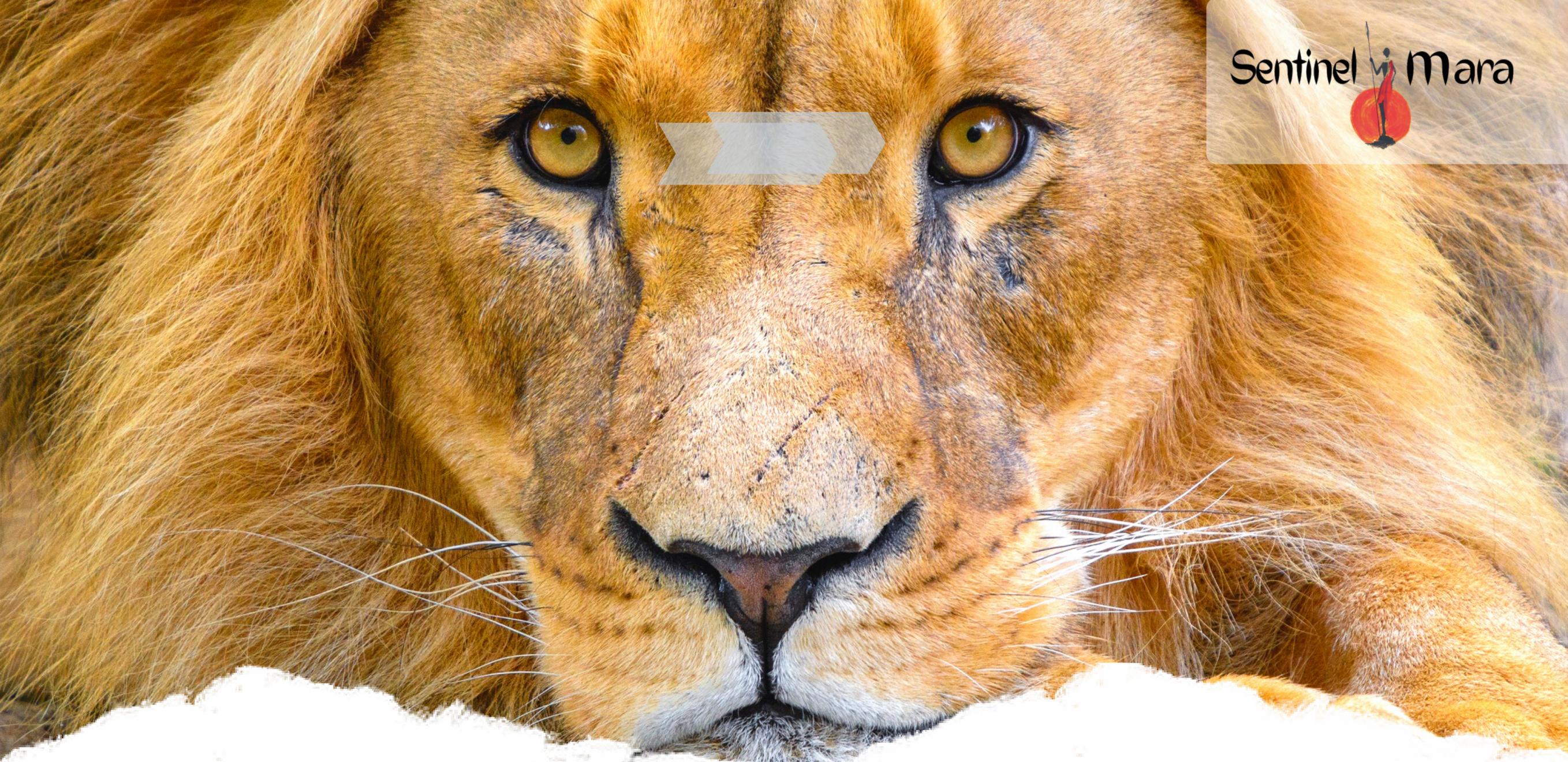


Authentically Close To Nature With Safari Elegance



ISSUED, JULY 2020





**COMMITMENT TO
OUR STAFF AND GUESTS**

We are pleased to welcome you to Sentinel Mara Camp. We realize that your decision to visit our camp will be influenced by the health and safety protocols we've implemented to safeguard your well-being while at our camp.

The safety of our guests and staff is our priority.

Therefore, following the latest WHO and Kenya Government's advisories, we've implemented appropriate health and safety protocols in prevention of Covid-19 at our Camp while offering exceptional personalized customer service to our guests.



UPON ARRIVAL

- 🐾 Guests will be warmly welcomed by our staff who will be wearing face masks and will guide guests to a hand sanitizer station.
- 🐾 Every guest will be required to wear face masks and undergo a temperature check using a hand-held thermal scanner.
- 🐾 Guests are encouraged to purchase Flying Doctors emergency evacuation (to a Nairobi hospital) insurance for \$15.
- 🐾 Guests will receive a welcome briefing on our health and safety protocols implemented at the camp.
- 🐾 Before arrival all guests will fill out a Pre-Arrival Declaration form detailing their recent travels.
- 🐾 Guests' luggage will be disinfected before being taken to their rooms by the staff.
- 🐾 Vehicles will be sanitized before and after every pickup and drop-off.



OUR STAFF

- 🐾 All staff will follow respiratory etiquette when sneezing or coughing and will immediately wash their hands.
- 🐾 All staff have undergone Covid-19 training on Food Handling and Occupational Health and Safety.
- 🐾 Staff have been provided adequate PPE including face masks, hand sanitizer and gloves.
- 🐾 The staff will practice social distancing and will wear a face mask when serving guests.
- 🐾 All staff have been tested and certified to be COVID-19 negative by government labs.
- 🐾 Staff will report any suspicious illnesses for rapid medical support or evacuation.
- 🐾 The staff will routinely wash their hands with soap for at least 20 seconds.
- 🐾 All staff will check and record their temperatures daily.



GUEST TENTS

- 🐾 Guests may choose, if they wish, to disallow stewards from entering their tents during the duration of their stay.
- 🐾 All guest rooms will be properly sanitized and ventilated for at least 24 hours after the previous check-out.
- 🐾 All laundry will be washed at the appropriate temperatures.
- 🐾 A guest isolation tent has been established to contain a person with Covid-19 symptoms as we contact the relevant health personnel for further advice.

DINING EXPERIENCE

- 🐾 Guests' meals will be specially prepared with a focus on fresh food and safe food handling practices.
- 🐾 Daytime meals and picnics on game-drives will be served in the open, weather permitting.
- 🐾 All our chefs, cooks and stewards have been trained and tested on food and safety practices.
- 🐾 Dining furniture has been spaced out to ensure effective social distancing.
- 🐾 We've implemented regular sterilization of all dining chinaware, cutlery and glassware.
- 🐾 While on standby, stewards will maintain social distance yet be attentive to serving guests.



CAMP FIRE AND COMMON AREAS

- 🐾 Hands-free water and soap stations as well as alcohol based hand sanitizer dispensers will be accessible throughout the camp including at the campfire and dining tent.
- 🐾 Guest snacks and drinks at the evening campfire will be served individually by stewards wearing face masks.
- 🐾 Campfire furniture has been spaced out to ensure effective social distancing measures.





GAME DRIVES

- 🐾 Social distancing will be implemented in all our safari vehicles.
- 🐾 Each guest group will have their own guide throughout their stay.
- 🐾 The guide will always wear a face mask and have hand-sanitizer in the vehicle.
- 🐾 The guide will ensure proper sanitation of the vehicle before and after each game drive.
- 🐾 All guests will have their temperature taken daily before boarding the vehicle prior to a game drive.
- 🐾 Vehicle's high-touched surfaces like seats' head rest, belts and picnic sets will be sanitized frequently.
- 🐾 Where exclusive use of a vehicle isn't possible, shared game drives may be done, while observing social distance.



ADVENTURE ACTIVITIES

- 🐾 To minimize crowding, advance booking will be required for optional activities involving community interactions including village visits, bush-walks and expeditions.
- 🐾 Guests are encouraged to bring their own binoculars, cameras and guide books since our guides will not be able share theirs.
- 🐾 During village visits, we've advised communities at the Masai Manyattas to observe hygiene and preventative practices, and sanitize their curios.
- 🐾 Social distancing will be applied as guests enter the Masai Manyattas on a one-in-one-out basis unless parties are travelling together.



GUEST LOUNGES

-  The camp has been independently inspected by the public health department and certified to operate during the COVID-19 pandemic while adhering to the Kenyan government's health advisories.
-  Guest tents have recently been refurbished, re-positioned and spaced out to ensure and enhance privacy and the social distancing protocol.
-  Furniture at guests' lounges and public areas will be spaced to maintain effective social distancing.
-  Highly touched surfaces like door handles/tent zippers, dining/campfire chairs and safari vehicle armrests will be disinfected frequently throughout the day.



HEALTH, SAFETY AND ENVIRONMENT

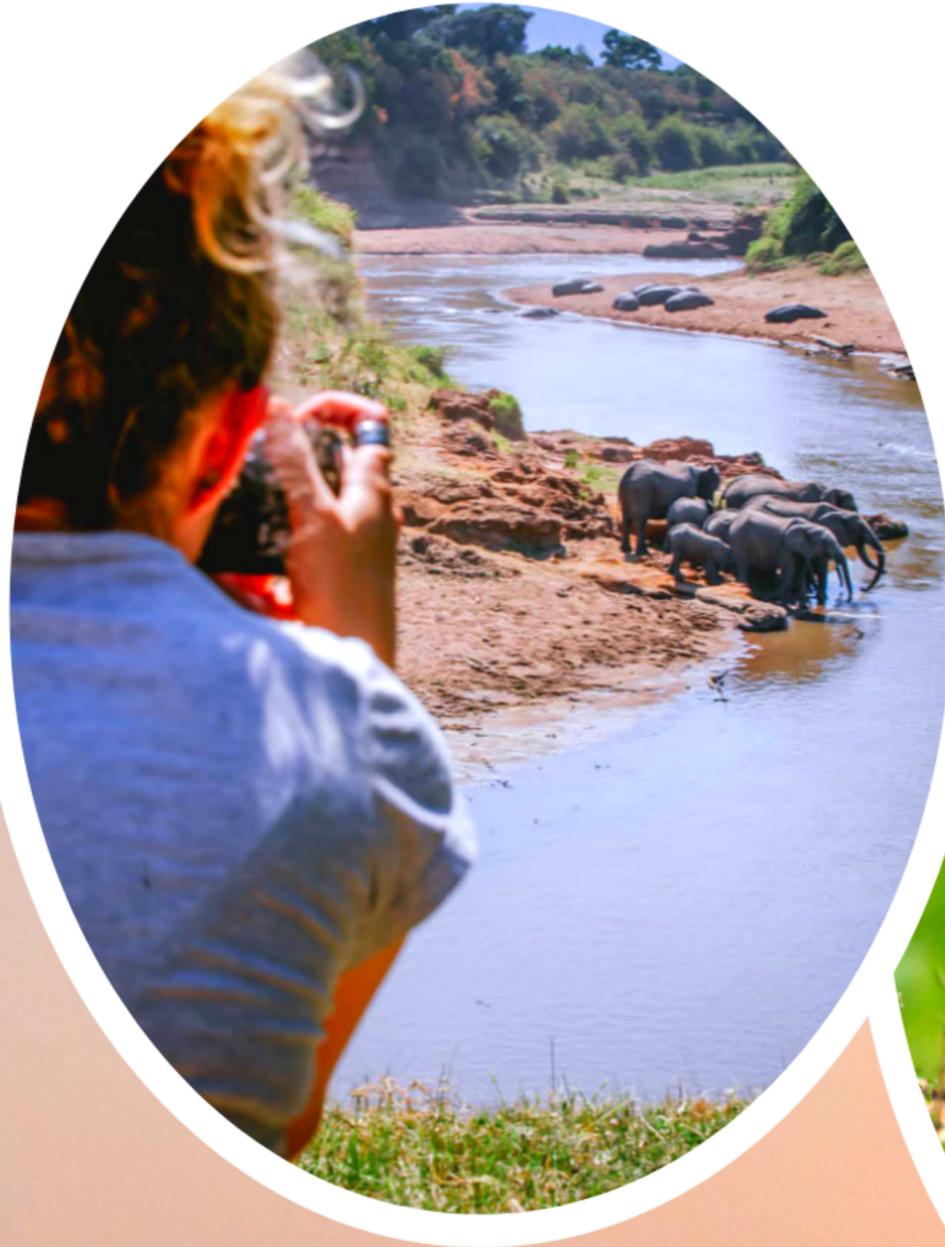
As a silver-rated eco-camp,
the Covid-19 health and safety protocols we've implemented
have been customized for the natural ecosystems in which we operate
without compromising the bespoke customer service and the authentically close to nature
safari experience, that you've come to know, love and expect while
staying with us.

Sentinel Mara



Authentically Close To Nature With Safari Elegance

P.O. Box 216, Nairobi 00502, KENYA
TEL: +254 721 179061 or +254 722 700 077
Website: www.sentinelmaracamp.com
Email: info@sentinelsafaris.com



WELCOME TO SENTINEL MARA CAMP

