

COVID-19

HEALTH & SAFETY PROTOCOLS



PRO-ACTIVE AND PREVENTATIVE MEASURES

As always, our top priority is the safety of our guests and our team. Strict safety procedures have been put in place to safely serve you during this time and to comply with legislation. These measures are designed to address a broad spectrum of viruses, including COVID-19.



GENERAL HYGIENE

- Hand sanitiser is placed in all the cabins, bathrooms and in social areas.
- Guest cabins are sterilised before check-in and daily during the guests' stay.
- Extreme cleaning protocols are adhered to in each cabin with focus on high-contact areas done daily to ensure the safety of each guest.



DINING

- Our chefs are preparing and cooking all meals wearing face masks and gloves.
- When buffet meals are served, social distancing is encouraged. Our table seating arrangement is naturally spacious.
- Certain meals will be plated by the staff to suit the menu and the group.



GUEST HEALTH CHECKS

- Enquiry of guests travel history prior to arrival, taken at Jozini Tiger Lodge entrance.
- Guests and luggage are treated with sanitiser on arrival.
- Guests' temperatures are checked on arrival and logged for reference and checked every morning thereafter during the duration the cruise – this is done at breakfast each morning.
- Should a guest display a high temperature and concerning symptoms; they will be assessed by the Captain and consensus reached on the course of action – our Incident Management Team will take charge.



GUEST & STAFF EXPERIENCE

- We recommend that guests follow stringent hygiene practices of regular hand washing and sanitisation, limited hand to face contact, social distancing and wearing of face masks.
- Our crew are extremely vigilant on their safety protocols at all times.
- Daily staff screenings also apply.



STOCK MONITORING

- Strict hygiene protocols apply to all supplies and deliveries received.



IMPORTANT INFORMATION

- The nearest health clinic is the Jozini Clinic, approximately 6 min (1.8 km) from Jozini Tiger Lodge.
- The nearest hospital is the Bethesda Hospital, approximately 43 min (23.7 km) from Jozini Tiger Lodge.

FOR OFFICIAL NEWS AND UPDATES VISIT:
<https://sacoronavirus.co.za/>

COVID-19

Online Resource & News Portal
[SAcoronavirus.co.za](https://sacoronavirus.co.za)



health
Department:
REPUBLIC OF SOUTH AFRICA



We have made every effort, and will continue to apply safety and hygiene practices, to ensure all guests have access to the care they need during their cruise. If you have any questions or require additional information, please don't hesitate to contact us. These are challenging times we are facing as a nation and as a community. Together we will make a difference.

SHAYAMANZI HOUSEBOATS (PTY) LTD | THE LAKE JOZINI EXPERIENCE



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