



# ARLOM SAFARIS LTD

## ARLOM SAFARIS LTD COVID-19 COMPANY PROTOCOLS

### **All set and waiting for you!**

As the world awakens from its NEW NORMAL, ARLOM SAFARIS LIMITED welcomes you back to our lov Kenya wildlife destination in the knowledge that we are ready and fully prepared to receive you while applying the necessary practices and precautions for your safety as enshrined in the World Health Organization and Keny Ministry of Health guidelines

### **Our Protocols**

Guided by the WHO and Kenya Public Health Authorities, Arlom Safaris Limited has employed the follow measures to assist in limiting and containing the spread of this virus within our community of Guests and Staff

Our Office has a sensitized Management and well trained staff Team, who are at hand to provide the necess guidance in the provision of a safe environment for all as required by the World Health Organization and Keny Ministry of Health guidelines.

### **Our Office and Staff**

1. All office staff will have valid covid-19 free certification for not more than 14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies
2. Have documented Standard Operating Procedure (SOP) for guest Management line with these protocols and MOH Covid-19 preventive guidelines as appropriate.
3. Keep a Guest/visitors register and update daily with all mobile contact and physical address for ease in tracing.
4. The Office shall establish and maintain a register of all staff, driver guides and guests handled.
5. The office shall operate mainly online bookings
6. The Office shall integrate technologies to enable automation, such as contactless payments platforms such as online money transaction where possible and discourage cash payments

## **Our Transport**

1. We shall ensure our tour vans and transfer vehicles are properly cleaned and sanitized during and after each trip or transfers
2. We shall provide packed lunches for long drive to avoid stop-overs.
3. Our drivers guides will use suitable communication gadgets for vehicles carrying more than 7 passengers to communicate with guest to avoid turning or shouting to enable them to be heard by guests
4. Our vehicle seats will have disposable headrests covers which will be replaced after each trip
5. Our transfer Vehicles will have air-conditioners modified to include air purifiers where applicable, which will reduce the ability of the virus circulating inside the vehicle
6. We shall also encourage open windows when weather permits, to allow air circulation
7. We shall develop creative personalized group tours and packages to incentivize domestic tours, excursions, short trips and visits to nearby destinations in the short term
8. Limit the number of staff accompanying guests in every trip
9. We shall ensure information provided such as itinerary is stuck on the back of the chairs or the body of the vehicle to minimize contact
10. We shall promote use of smart or automated doors to minimize touching contaminated surfaces where applicable
11. Our vehicles will have waste bins for the disposal of used PPEs
12. Additional disposable PPEs shall be made available in the vehicle for use at all times
13. A contactless thermometer for checking temperature shall be made available for use in the vehicle at all times
14. Tourist vehicles shall not be allowed to make stopover at any other place apart from the prearranged designated point or areas
15. Carry a capacity that ensures social distancing between guests travelling together
  - a. Our Mini buses or safari Jeeps will carry a capacity of 6 passengers
  - b. Our 23-seater Coaches, will carry a capacity of 14 passengers
  - c. Our 33-seater Coaches, will carry a capacity of 20 passengers
  - d. Our 45-seater Coaches, will carry a capacity of 33 passengers
  - e. Our 56-seater Coaches, will carry a capacity of 40 passengers
16. There will be frequent sanitization of the interior surface of our transfer and safari vehicles. Particular attention shall be paid to disinfecting frequently touched areas and surfaces both internal and external such as door handles and arm rests.

## **Our Guests on Safari**

1. Prior to departure guests will have their temperature checked to ensure it is not above 37.5 Celsius. If they exhibit symptoms of the virus, they will not be allowed to depart on safari and protocols set by the Ministry of Health will be followed
2. Guests will be encouraged to bring their own water bottles.
3. Binoculars, telescopes and cameras shall not to be shared and shall be sanitized regularly
4. Guests will wear face masks, sanitize, keep social distancing with their safari guide throughout their safari

## **Our Safari Driver Guides**

1. Our driver guides shall carry sanitizers at all times and use it regularly
2. Our driver guides and guests shall wear appropriate PPES at all times
3. Our driver guides will maintain good personal grooming and ensure clothing properly cleaned and ironed on a daily basis
4. Our driver guide will ensure Vehicles used in guest transport are cleaned and sanitized after every passenger /group tour
5. Our driver guides shall maintain a register of clients transported or who have interacted with during the safari
6. Our driver guides will maintain appropriate and reliable list of emergency contacts for rapid assistance in case of health and safety related instances.
7. Tipping of driver guides will be incorporated in the safari package to discourage handling of cash.
8. Our driver guides shall have valid covid-19 free certification for not more than 14 days old from a recognized government approved facility at the first time and subsequently maintain Covid-19 prevention guidelines prescribed by the Ministry of Health (MOH) and relevant agencies