



LION ROARS
HOTELS & LODGES

COVID-19 SAFETY MEASURES

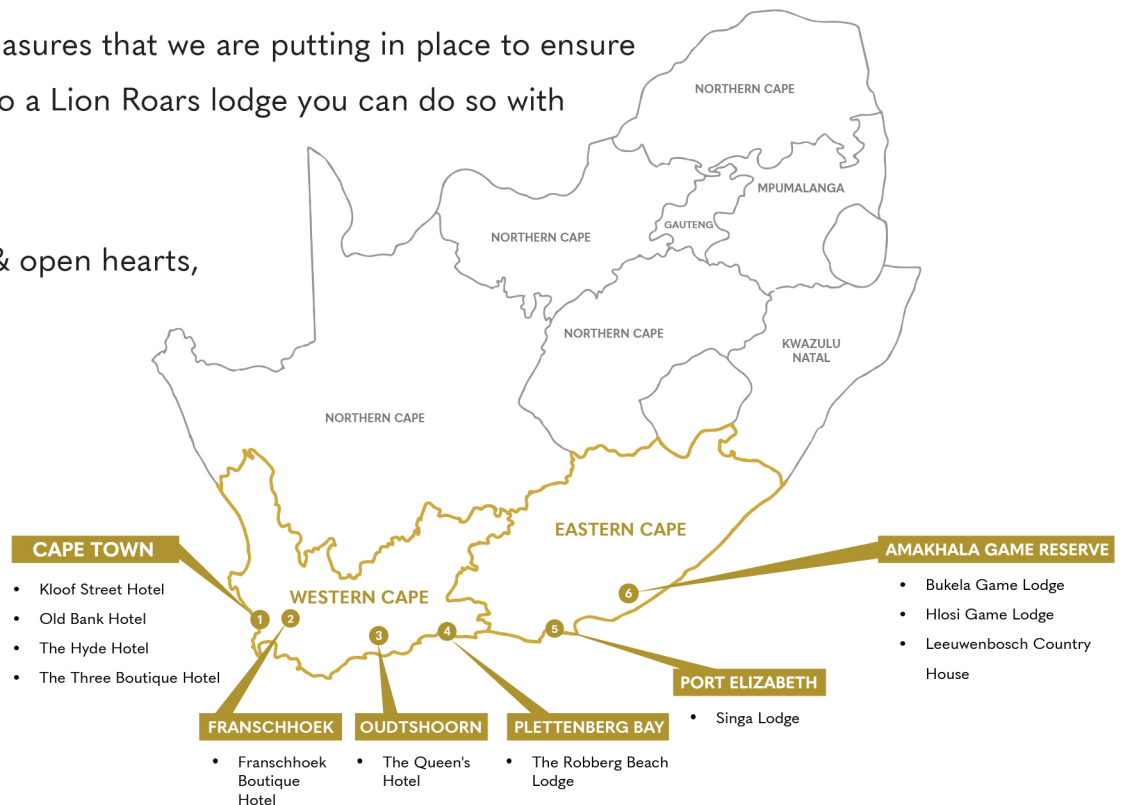
Dear Guest,

A warm welcome from Lion Roars Hotels & Lodges.

It is an absolute pleasure to welcome you today, or perhaps one day in the future, to one of our incredible lodges in South Africa. Wherever you may be visiting us from, we aim to make your stay as homely and enjoyable as possible. That's why we're taking every measure to ensure your safety is our number one priority.

Below outlines the measures that we are putting in place to ensure that when you travel to a Lion Roars lodge you can do so with peace of mind.

Yours in clean hands & open hearts,
The Lion Roars Pride.



HELLO AND WELCOME



You will be required to use masks in public spaces and we ask you respectfully keep a safe distance from others. Take the opportunity to check out our customised Lion Roars face masks, which are available to purchase should you not have a mask with you.



Don't be offended if you don't get offered an outstretched hand to shake, a friendly smile will be waiting to greet you just as warmly. Our Pride will all be wearing face masks and we promise we're smiling under there, though it may not look like it! Interaction with guests will be from as safe a distance as possible.



We've gone contactless! You may now make use of our online check-in process via the lodge iPad's provided. Simply fill out the online form, and you're good to go. We also offer SnapScan as a payment option, should you prefer not to use your credit card.



In line with regulations, we are now required to take and note your temperature. Please be patient while our staff record this information.



Upon arrival you will be asked to make use of the hand sanitiser provided at the reception desk. Please do feel free to make use of this at any stage during your stay.



If you have any questions about the safety measures we are putting in place, now is a good time to chat to our staff about them.



The safety of our own staff is paramount. Staff returning to work will have their temperatures read. Should there be any flags an isolation period and further screening will apply. Masks to be worn while engaging with guests.

KEEPING YOUR ROOMS CLEAN



- Please advise on check-in if you would like to minimise housekeeping to your room. Room and linen cleaning frequency may be minimised to reduce contact.
- Our housekeeping staff will be wearing masks, gloves and aprons while cleaning.
- Each of our rooms will also undergo a deep clean between arrivals. A strong disinfectant will be used to thoroughly clean all touch points and surfaces. High traffic touch points such as light switches, door and cupboard handles, remotes etc. will receive a deep clean.
- Wherever possible, our rooms will be rotated, in order to let them stand empty.
- All of our linen and laundry is done with detergent that kills bacteria and follows best practice guidelines. Our laundry procedures have been changed and improved.
- This year we will be transitioning our room folders, from hard copies kept in your rooms to online versions on our websites. Please open up your phone camera, point it at the QR code in your room, open the link, and your room folder will open.



- The Mini Bar in your bedroom will remain stocked.
- As part of the housekeeping cleaning procedure, these items will be sanitised when a guest has checked out and before the new guest checks in.



- If the hotel you're staying at offers room service, your tray will be delivered outside of your bedroom by a waiter and placed on a table outside the door.
- Our waiter will knock on the door and stand back 2 meters.
- All salt and pepper on the tray will be wiped with sanitiser wipes before and after each serving period.
- Butter will be individually portioned and sealed.



ENJOYING THE FINER THINGS



- Bar Stools will be placed 2 metres apart from each other.
- Increased hygiene standards at ice machines.



- You will be offered hand sanitiser on arrival.
- Queue of guests entering the restaurant to be 1 metre apart from each other.
- Between each sitting the tables will be wiped down and sanitised.
- Our staff will use hand sanitiser before serving your meals and will aim to keep at least a meter from tables with floor markings to assist.
- Tables to be set apart spaciouly, and guests encouraged to choose tables set apart from other guests.
- At our larger hotels you will be encouraged to prebook your breakfast time so as to limit the number of guests seated at any one time.
- Items may continue to be offered for guest self-service if they are individually packaged.
- Cold buffet items, cereals, yoghurts, butter, preserves and condiments will be reduced to single servings.
- Hot food will be made to order from the kitchen.
- Our card machines will be wiped with sanitiser before and after each use.
- Wherever possible we will make use of disposable serviettes.



In The Kitchen

- Food handlers will frequently wash their hands, particularly between preparing raw and ready to eat foods.
- Our staff will dry their hands thoroughly on a disposable paper towel.
- Long hair will be tied back and a suitable head covering should be worn.



GAME DRIVES

Your experienced and knowledgeable ranger will wow you with unforgettable wildlife sightings and breathtaking scenery, all experienced from the back of an open safari vehicle. Hand sanitizer will be available to all guests, and game drive snacks will be separated.

