

**7 September 2020**

### **Safety First-Namibia Individual Travel is ready for the new normal**

After fulfilling the various requirements for safety measures and protocols of the World Travel and Tourism Council, we are one of the first tour operators in Namibia to be awarded the Safe Travels Stamp.

### **Arrival and welcome to Namibia**

The first airlines should arrive in Namibia in September and over the next few months we expect all borders to open and travel regulations to ease.

We at NIT are preparing ourselves, setting up preventative measures that will ensure the safety of our guests when on holiday and safari in Namibia.

The safety and health of our guests is important to us and the various measures we are taking to ensure this, should address all the concerns that you as a guest may have when on holiday in Namibia.

We realize that the impact of Covid-19 will continue into 2021 and possibly beyond. We have therefore prepared ourselves for travel during Covid-19 times, and have satisfied the requirements of the **World Travel and Tourism Council** as follows:

### **Guests arrival in Namibia**

Guests arriving in Namibia will be screened by the airport staff.

Our guide and/or driver will welcome guests in the arrival hall without handshakes, instead we will keep our distance, be it with a big welcoming smile.

We will provide hand sanitizer and at a safe distance we will brief our guests on the safety measures we will take while they are being transported to their first accommodation or the depot for their car rental collection. At all times, our staff will wear face masks when briefing the guests.

Our staff will carry and load your luggage in the transfer/safari vehicle, disinfecting their hands before and after handling your luggage.

### **Arrival at the first accommodation/car rental depot**

The staff welcoming our guests will wear a face mask and keep a safe distance whilst doing the briefing and explaining all the finer details.

We will provide our guests with refresher towels which will be washed in disinfectant after every use.

If possible, check-in will be done digitally and we will provide guests with a complimentary pen to avoid any contact with previously held items.

Luggage will be sanitized before and after our staff carry the luggage to your room or pack it into your rental car.

### **General hygiene**

We suggest our staff and guests touch as few surfaces in common areas as possible.

We suggest that staff and guests use the hand sanitizers provided and wash their hands with water and soap as often as possible.

We suggest that staff and guests cough and sneeze into a clean tissue or their elbow and to avoid touching their face especially when in the safari vehicle or in common areas where various people pass through.

We will provide sealable dustbin bags to dispose of tissues and cloths that have been used by staff and guests. These will be replaced in the vehicle daily.

We suggest guests bring along sufficient changes of clothing to avoid washing clothes along the way/having unnecessary contact with cleaning staff.

### **Transfer and safari vehicles**

Our transfer and safari vehicles will be disinfected with an approved Covid-19 sanitizer before your collection at the airport and on a daily basis, whilst on tour with us.

Water bottles and any other complimentary items will be disinfected before being give to our guests. On request, we can sanitize these items daily, whilst on tour with our guide in our safari vehicle.

Our vehicles are equipped with an easily accessible hand sanitizer of a suitable strength. Guides, drivers and guests may use the hand sanitizer as often as desired.

Our guides and drivers will wear face masks when driving with our guests and will wear their masks when serving guests drinks and snacks along the way.

Our vehicles are well ventilated, the air-conditioners are cleaned regularly and will filter air that comes in from outside of the vehicle only.

### **Accommodation establishments**

When checking in at an accommodation on tour, guests may request a minimum amount of housekeeping, should they like as little contact with hotel staff as possible.

We will endeavor to use lodges that are "travel safe", adhere to recognized safety protocols, as often as possible. If necessary, our guides will be available to do a clean of the guest rooms on request.

All housekeeping staff will be requested to use face masks and gloves whilst cleaning. All room furniture and other surfaces including door handles, taps and light switches will be disinfected daily.

### **Game drives**

Our guides will limit the game drives to our guest group as often as possible.

Our guides will make sure that the game drive vehicle has been sanitized before our guests climb in. When possible, we will use our own tour vehicles for the game drives unless guests insist on an open game drive vehicle.

Guest will be requested to sanitize their hands before climbing on the game drive vehicle. All other common equipment, books, glasses/cutlery and crockery will be disinfected before being taken along on game drive.

### **Bike and walking tours**

Our bikes, helmets and other equipment will be sanitized before being handed over to our guests. We will repeat this whilst on tour or on guest request.

Masks will not need to be worn whilst biking and walking. However, if staff come into close proximity of guests, to assist with a problem or so, guests can request them to wear their masks.

### **Monitoring of our guides and other staff that have contact with guests**

Our staff will have their temperatures checked on a daily basis and are requested to report if they feel unwell or show any Covid-19 symptoms.

Even though our guides usually eat with their guests, guests may request to eat independently of their guide or driver if they so wish.

Strict hygiene protocols will apply to our staff at all times.

### **Monitoring of guests**

Guests will be requested to provide a travel history for the period leading up to their arrival in Namibia.

Guests will have their temperatures taken on a daily basis and will be requested to inform their guide if they feel a little unwell or feel that they might have any Covid-19 symptoms.

NIT have an evacuation plan in place where we can individually transport a possible Covid-19 infected guest to a suitable testing center or an isolation facility in Windhoek or one of the larger towns.

Guests will be required to self-isolate at the lodge in question if they show any Covid-19 symptoms while an assessment is being completed and/or transport is being arranged to a Covid testing center or an isolation facility.

### **Guide and staff training**

Our guides and transport staff have received Covid-19 hygiene and protocol training provided by the Tourguides Association of Namibia. They have a good understanding of the hygiene requirements whilst on safari with guests during Covid-19 times.

Our staff are trained to keep a reasonable distance from their guests, avoid physical contact and to wear their masks when in close contact.

Our staff will be kept up to date with the latest Covid-19 information and will receive ongoing training if necessary/new information comes to light.

