



## HOEDSPRUIT ENDANGERED SPECIES CENTRE (HESC)

# HESC COVID-19 PROTOCOL

In the light of the worldwide Coronavirus pandemic, a strict COVID-19 protocol is in place at HESC. Your health and safety are of utmost importance to us and we value your cooperation in this respect. Guests found to be unwell or running a temperature, will be required to remain in the cooling off area and may not be admitted to the premises. If the temperature does not subside, the guest must either be taken to a hospital or medical practitioner, or HESC will arrange for an ambulance to transfer the person.

### GUEST EXPERIENCE

- Temperature screening on arrival
- Completion of COVID-19 assessment form (compulsory by law)
- Hand sanitisation required on entering HESC premises
- Social distancing compulsory
- Wearing of masks is compulsory by law (also for persons vaccinated)

### HESC PREMISES

- Premises open to the public are sanitised throughout the day
- Social distancing is practised at all times

### TOURS AND GAME DRIVES

- Game-viewing vehicles are sanitised before and after every trip
- Hand sanitisation is required before each game drive
- Social distancing is practised – only limited number of passengers per vehicle
- No shared binoculars will be provided
- Wearing of masks compulsory

### STAFF MONITORING & COMPLIANCE

- Temperature screening takes place daily
- COVID-19 officer monitors all activities and protocols
- Wearing of masks is compulsory
- Social distancing is practised
- Completion of COVID-19 assessment form

### CANCELLATION POLICY RELATED TO COVID-19

**There will be no charge if cancellations are made for the following reasons related to COVID-19:**

- Guests are not permitted to travel due to government regulation by either South Africa or clients' country of residence;
- Airlines discontinue operations to South Africa over the period of intended travelling;
- A travel advisory is put in place against travelling to South Africa (proof of this will be requested from client);
- South Africa falls under official government-sanctioned lockdown;
- A mandatory quarantine period is imposed by South Africa or on return to the guest's country of residence;
- If the guest has contracted COVID-19 and is in quarantine or under medical treatment up to 48 hours prior to travel (supportive documentation will be required);
- If HESC has a medical incident related to the COVID-19 and is forced to close temporarily.