



# Morukuru Family®

## Morukuru Family Madikwe

### HEALTH & SAFETY PROTOCOL

Dear guest,

As we start to exit out of the Covid-19 lock-down restrictions, and we start to share our beautiful piece of Heaven-on-Earth with guests again, we would like to take this opportunity to share a few of the measures that we are taking at Morukuru Family Madikwe to ensure that you and your family are kept safe and in good health during your stay with us.

If you have any suggestions that you would prefer us to implement during your stay, we would love to hear from you prior to arrival, so that we can ensure that these are in place.

Below information is based on the protocol that we have implemented. This protocol may change, should government regulations dictate so.

#### **LOCATION & SECURITY**

We are based in a beautiful Nature Reserve and access to and from the park is via flights OR an entrance gate which is closed during night times. Morukuru Family Madikwe is 30 min drive from the airstrip & 20 min drive from the nearest gate. Our houses are fenced in, also to prevent encounters with dangerous animals when at home. No movement in the park is allowed after sunset except by Park Officials and Rangers.

A paramedic from Africa Safe-T is permanently based in the Reserve, and this paramedic can always contact the doctors in the city when the situation requires this. Africa Safe-T also acts as our medical advisor in (for example) creating medical protocols and first aid training. Doctors and private clinics are available in Rustenburg, a 1-hour drive from Morukuru Family Madikwe. The paramedic will make the necessary arrangements should anyone need to be taken to a private clinic.

If a high temperature is measured or if you are not feeling well, we will then ask for you to please stay in your room while the paramedic will come and consult with the doctors.

#### **STAFF**

All our staff is employed on a live-in basis which means that they live in the staff village in the reserve and work based on a rotation schedule. None of our staff commutes outside the park.

Staff returning to work will be put through a thorough screening process and will be isolated until deemed ready to engage with our guests again. Daily temperature screening will be undertaken to monitor health.

We have instructed our staff about hygiene and social distancing.

## **CONCEPT**

Morukuru Family Madikwe is an exclusive use property. This means that your party will be the sole guests and there will not be any close interaction with other guests in the Reserve.

We offer an exclusive experience, catered around your needs with maximum flexibility in a luxurious house and surrounded by nature. Your host will discuss the plans for the day regarding food, food style and the activities we can offer.

During your stay, a fixed team will take care of you. This team consist of a ranger/manager, a host, a chef, a butler, tracker, a sculler, 2 housekeepers and a maintenance man. These people do not rotate or change during your stay. You will always be served by the same people. Normally we encourage our guests to interact with our staff to create the best possible experience, in the end you are on holiday. It is however up to you to decide how much privacy you prefer; if preferred we can keep contact to a minimum.

All processes and activities have been checked and assessed with regards to the 1,5 meters social distancing requirements.

We have supplied our staff with face masks and gloves, and they will wear the masks at your arrival and when they prefer to wear them. The staff members that will have close contact with you, like the butler serving food, will always wear his face mask. Further it is also up to you to decide if you want the staff to wear face masks permanently when they are in your vicinity.

We also like to do as many meals outside as we can. With some of these events the host & guide might join, and again we will take into consideration the 1.5 meter social distancing. If you feel that you rather don't want the host & guide to join please feel free to inform us about this.

If there are any other precautions that you would like to implement, we will be most happy to oblige.

Part of our service offering is that your house is serviced 4 times a day, in the morning when out on Game Drive, during lunch, when out on afternoon Game Drive and a last one during dinner. With respect to Covid-19 extra hygiene measures will be taken with regards to the cleaning of surfaces, toilets, taps and handles. Towels are replaced when used, your bedlinen is replaced every 2 days, unless you want to have it changed daily We are most happy to organise your laundry for you as well.

And we will always have face masks, disposable gloves, swaps and hand-sanitizer available for you, should you require.

## **WELCOME & ARRIVAL**

On arrival you will be welcomed by the team that will be hosting you. Your host will guide you in the house and will do an orientation with you. Part of the orientation is to discuss the hygiene and cleaning measures we have in place.

## **ACTIVITIES**

Twice a day your ranger will take you out in the Reserve on a game viewer. This activity is exclusively with your party. The game viewer will be disinfected after every use. The ranger will bring additional hand-sanitizer and tissues during the activities.

## **MEALS**

Meals are served at the house, in- or outside, or in the bush. Obviously, tables and chairs will be thoroughly cleaned and disinfected for every use. We like to make up the table with fabric linen, but we do – if you prefer that – have paper napkins at your disposal.

All food will be served individual plated & prepared, in controlled environments, under strict hygiene standards.

We do apologise if these measures seem overwhelming, but we take the health and safety of our guests and staff as our priority. Should you have any further questions or require any additional information please feel free to contact the General Managers – Armand and Anne-Marie.