



## COVID 9 UPDATE

Dear Friends of Mhondoro

As the world unites to face this unprecedented global pandemic, we are preparing to welcome our guests back once it is safe to travel again.

Our secluded location and the wide-open spaces of the African bush promise to offer sanctuary to you, our valued guests, and we will continue to create magical memories for you to last a lifetime.

Your health and safety remain our number one priority and we have therefore put a range of preventative protocols in place, which should have minimal impact on the enjoyment of your Safari experience. All our employees have been trained according to World Health Organisation (WHO) guidelines and are equipped with the necessary tools and protective gear, to implement heightened cleaning and hygiene protocols.

You can expect the following during your next stay with us:!

- The full list of Health & Safety guidelines & Staff Training Procedures as supplied by FEDHASA (Federated Hospitality Association of Southern Africa) will be adhered to
- Mhondoro guests will have their temperature checked and a compulsory screening questionnaire to completed and signed by each guest upon arrival at Welgevonden Main Gate
- It is compulsory for each guest to have a facemask to be worn in public areas (face masks will also be provided if needed)
- The recommended 'no hand-shaking' policy will continue
- All Mhondoro staff will be screened daily before the start of each shift - temperature check and sanitizer protocols will be followed.
- All serving staff and chefs will wear masks and gloves at all times
- No communal dining will be offered - no buffets, nor communal game drive snacks. Only individual dining will be offered per suite, with individually prepared meals.
- Social distancing will be adhered to at all times
- Hand sanitizing stations will be available at various points in all communal areas, as well as guest suites and on all game drive vehicles
- Thorough deep-cleaning and sanitizing of all communal areas and game drive vehicles will be done throughout the day
- A maximum of 4 guests or one family will be allocated per game drive and if need be, game drives may be scheduled at different times of the day

We know that life goes on, as it must, and so does the need to journey on. We hope that you will continue to put your trust and confidence in us, knowing that we, in return, will prioritise your health and safety.

We look forward to opening our doors and welcoming you to our beautiful lodge.

Warm Regards

Frank & Myriam Vogel (Owners), Fritz & Ronel Breytenbach (General Managers)  
& The Mhondoro Safari Lodge and Villa Team