

Springbok Lodge COVID-19 Precautions and Protocols

Very important information to note: -

- All guests are requested to complete the following prior to arrival at Woodlands Gate and Springbok Lodge: *Full Booking Payment, Guest Questionnaire, Guest COVID-19 Questionnaire, Guest Indemnity for Springbok Lodge & Nambiti Private Game Reserve.*
- When visiting the Nambiti Private Game Reserve and when staying at Springbok Lodge – guests are requested to follow the COVID-19 Protocols.
- Guests are encouraged to use the hands-free sanitizer stations available at dedicated entrances and exits.
- **EMERGENCY NUMBERS TO HAVE ON HAND:**
 - COVID-19 Hotline – +27 (0)80 002 9999
 - Dr Mouton [General Medical Practitioner in Ladysmith] – +27 (0)36 631 4530
 - Lenmed La Verna Private Hospital – +27 (0)87 087 2600
- In the event that a guest already booked in at Springbok Lodge is showing signs and/or symptoms of Coronavirus, the guest in question will be requested to isolate in their allocated tent and the advised COVID-19 precautionary measures will be taken.
- All staff employed at Springbok Lodge have been trained and will continue to be trained to follow the advised precautions and health & safety procedures, and are guided by the Tourism Industry Standard Protocols for COVID-19 Operations set by the Tourism Business Council of South Africa (TBCSA).

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1. When travelling to Springbok Lodge, guests are requested to contact the Springbok Lodge Reservations Desk when in Ladysmith or when they have turned onto the D45 (please refer to directions provided) so as to ensure guests' allocated guide will be at the carpark on time to meet their guests.
 - a. Phone +27 (0)36 637 9604
 - b. Whatsapp +27 (0)72 511 4693
 2. Upon guests' arrival at Woodlands Gate, all guests will be screened prior to entering the reserve.
 - a. Should all guests' temperatures be below 38°C, they will be allowed access to Nambiti Private Game Reserve and directed to the communal carpark to meet their guide.
 - b. Should temperatures be above 38°C, the COVID-19 Protocols will be followed.
 3. Upon arrival at the Woodlands Gate Carpark, guests' allocated Guide will be awaiting their guests.
 4. PLEASE **DO NOT** EXIT YOUR VEHICLE AT ANY STAGE UNLESS ADVISED TO DO SO BY YOUR GUIDE.
 5. Guests will be greeted and screened at a dedicated Arrivals Table prior to entering the lodge building. Temperatures will be recorded and guests will be directed to the Reception area to continue with their check-in.
 - a. In the event that guests have not been able to return the necessary documentation, a sanitized pen and check-in documents will be available for guests to complete and sign at the Arrivals Table.
 6. Sanitized Tent Keys will be placed in tent doors prior to check in.
 7. Guests are requested to bring their own Jerseys, Ponchos and/or Blankets.
 - a. Should guests not have their own jerseys or jackets – fleece jackets, scarves, beanies and gloves are available for purchase in our Curio Shop.
 - b. Should guests not have their own blankets or ponchos, we can allocate these to you for the duration of your stay.