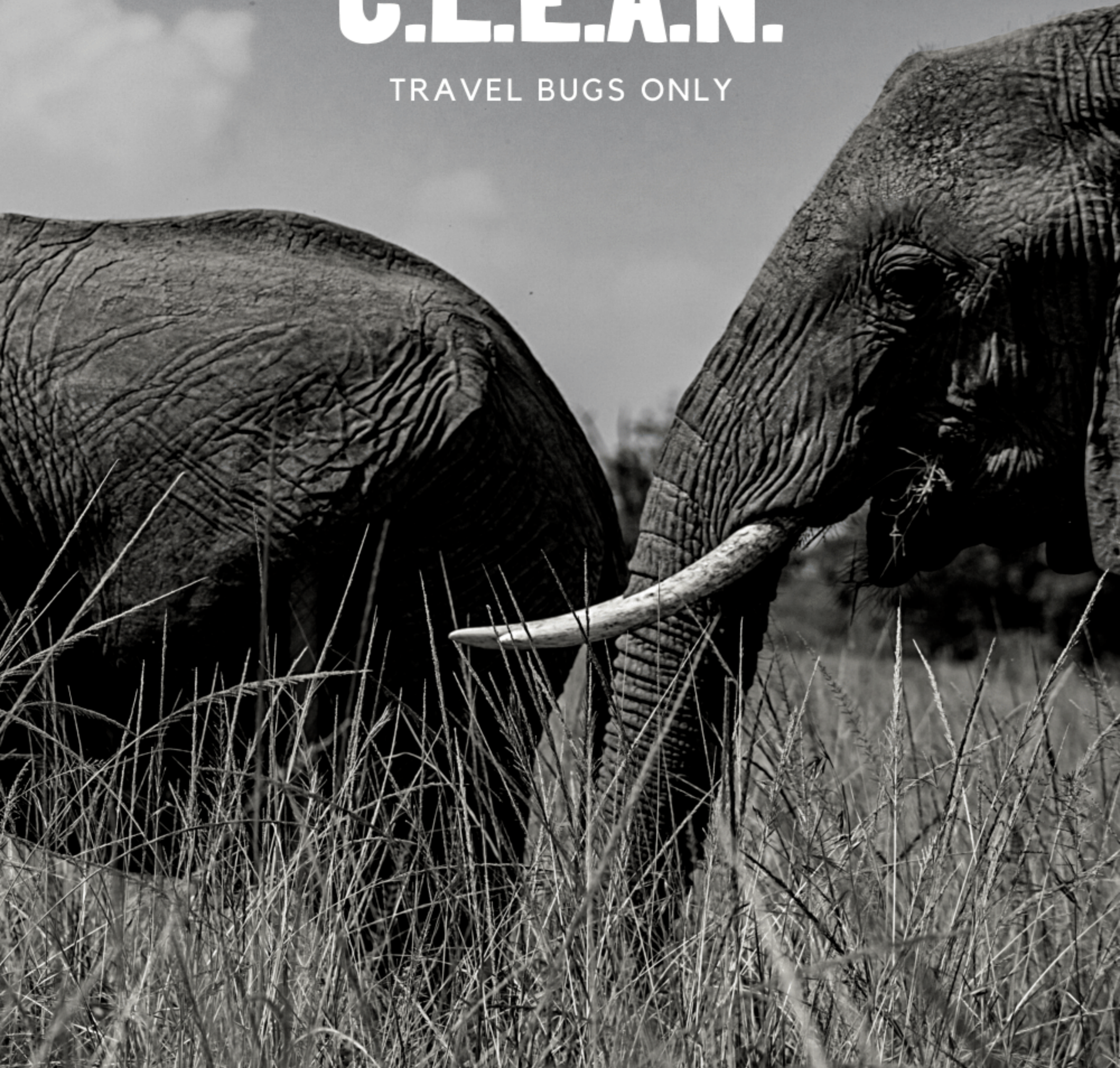


C.L.E.A.N.

TRAVEL BUGS ONLY



WHAT WE STAND FOR

- Clarity on our health & safety policies
- Leading the way by setting the standard
- Eco friendly and effective disinfecting
- Adapt policies to latest WHO advice
- No worries when you travel





TRAVEL HAKUNA MATATA*

*without worries

Travel with us for a well-deserved holiday that is relaxing, inspirational, living up to all your dreams, ... and worry free.

The COVID-19 situation has created worries for people all over the world, including for you, our guests. We often find ourselves searching the internet for 'can COVID-19 be transmitted via ...' or 'can I go outside and do ...'

The C.L.E.A.N. partners are here to remove all your travel worries.

During your stay, you can rest assured that measures are taken to prevent the impact from COVID-19. From the way your room is kept, your laundry is done, your cocktails are served, your drivers are transporting you across our beautiful landscapes, ... every step of the way we all follow the C.L.E.A.N. policy.

The C.L.E.A.N. policy offers clear guidance to hospitality partners on how to host guests in a way that is even safer than before. The protocol is constantly updated so that it reflects the most current guidance by the World Health Organisation. Our teams are supported by an innovative partner that creates efficient and eco friendly cleaning and disinfecting products.

The C.L.E.A.N. partners are excited to welcome you for a magical holiday...
with travel bugs only!

FOCUS OF THE C.L.E.A.N. POLICY FRONT OF HOUSE



GUEST TRANSPORT

- Vehicles are disinfected before and after every use.
- Driver wears face mask and driver section to be separated with a transparent barrier.
- Guests will receive individual masks and hand sanitizers.
- Guests may wear a face mask but are not obliged to if the driver section is segregated.
- Before entering the vehicle all passengers wash or disinfect hands with hand sanitizer.
- C.L.E.A.N. policy available for guests in seat pockets.
- Closed trash bin available in the driver area and passenger area.
- Stops along the way at facilities that also follow C.L.E.A.N. policy.



WELCOME TO YOUR DESTINATION

- Staff and guests to maintain 1.5 metres distance.
- Hand washing station available upon disembarking from vehicle.
- Luggage to be carried to guests' room in a secure manner.
- Check in procedure will include information on the C.L.E.A.N. policy.
- All check-in formalities should be completed online to reduce contact and time upon arrival.



GUEST ROOM

- Rooms disinfected after guests check out and before new guests check in.
- Rooms cleaned and disinfected several times per day, with extra focus on high touch surfaces.
- Linen to be changed after two nights or upon request from the guest. Closed laundry basket available.
- Hand sanitizer available outside the room to disinfect hands prior to entering the room.



COMMON AREAS

- Common areas such as the lounge, restaurant, swimming pool, spa area, are cleaned and disinfected several times per day.
- Hand sanitizer available outside the room to disinfect hands prior to entering the room.
- Guests enjoy private dinners. Social distance of 1.5 metres between different travel groups is maintained.
- Meals are safely served and do not include shared dishes or buffets.

FOCUS OF THE C.L.E.A.N. POLICY HEART OF HOUSE



STAFF CONDUCT

- Hand washing stations available at various locations in the staff area.
- Staff to maintain 1.5 metres distance among themselves if work allows.
- Organise safe and socially distanced transport from home to work.
- Staff uniforms will include masks and gloves. Uniforms continuously sanitized and steam press or heat iron can be used.
- Staff working in the kitchen, common areas and rooms should wear masks
- Ensure regular health check-ups for employees.
- New safety and hygiene training for staff to ensure staff has skills and knowledge to protect themselves and guests.



COMMUNITY ENGAGEMENT

- When interacting with our community, including when guests visit a Village or when staff go out for shopping, careful measures are to be taken to protect ourselves and our Community.
- Guests to keep 1.5 metres distance between them and the Community.
- Staff to keep 1.5 metres distance between them and the Community. Only specific staff members to be allowed to visit the Community in order to limit contact.



CRISIS MANAGEMENT

- Create an open and safe atmosphere where guests and staff feel comfortable to alert management if they show any symptoms of flu or are not feeling well.
- A Medical Focal Point and Safety Team will be identified among the staff and will receive special training.
- PPE equipment is available for the Safety Team.
- If someone shows symptoms of illness, the person will be isolated in another comfortable room with all facilities. The Medical Focal Point will contact a Health Partner such as AMREF and follow their instructions regarding care and, if necessary, evacuation to a hospital.



CLEANING

- Cleaning products and instructions by Cleaning Partners are applied.

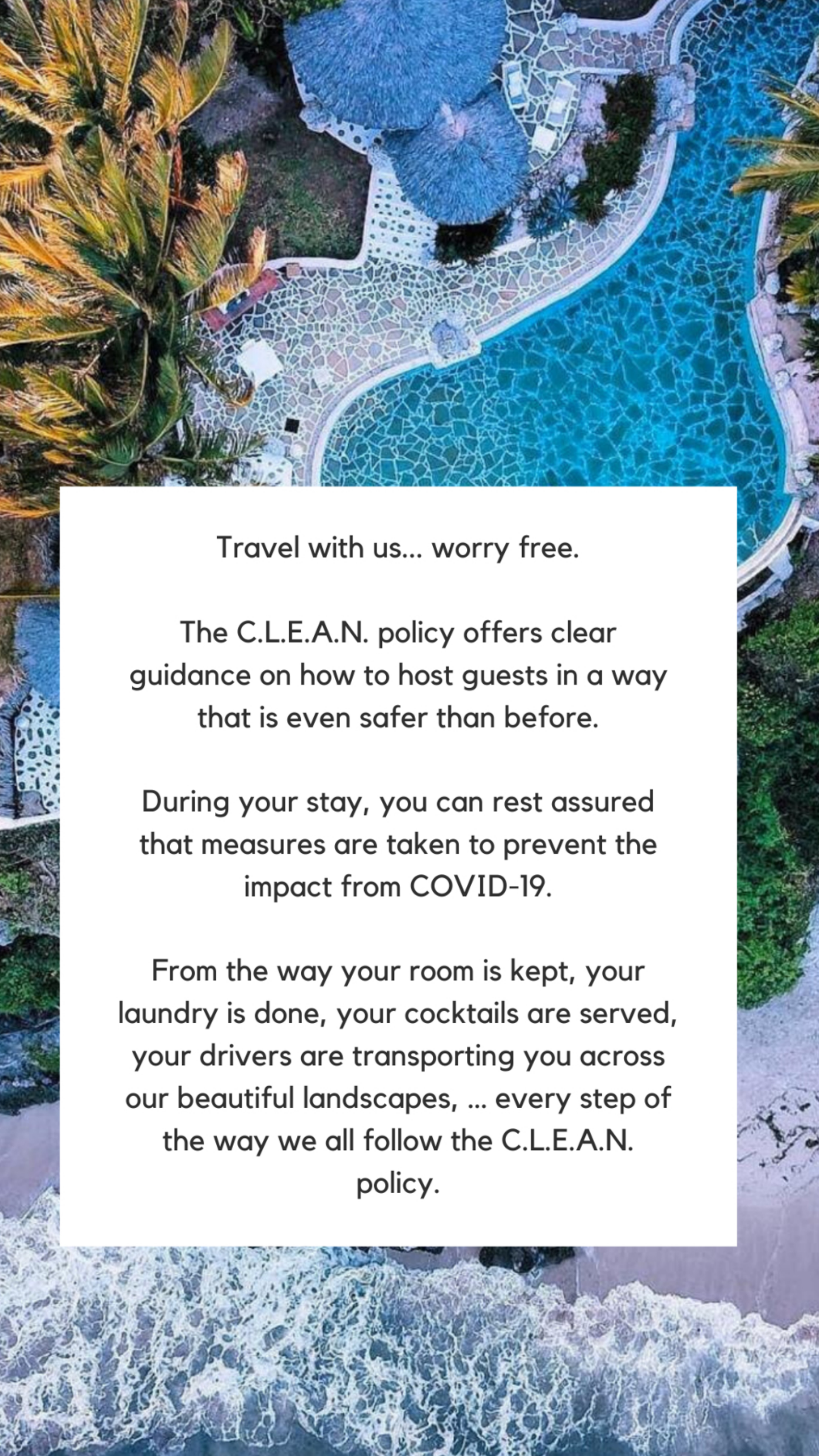


C.L.E.A.N. PARTNERS

All C.L.E.A.N. partners implement the C.L.E.A.N. guidelines.

When you relax at our hotels, venture out into our stunning landscapes with our transport partners or interact with your travel agent you can be assured that we all look after you.



An aerial photograph of a resort pool area. The pool is filled with clear blue water and has a mosaic tile border. Several thatched umbrellas are scattered around the pool deck, and there are palm trees and other tropical plants. The pool is surrounded by a paved area with a mosaic tile pattern.

Travel with us... worry free.

The C.L.E.A.N. policy offers clear guidance on how to host guests in a way that is even safer than before.

During your stay, you can rest assured that measures are taken to prevent the impact from COVID-19.

From the way your room is kept, your laundry is done, your cocktails are served, your drivers are transporting you across our beautiful landscapes, ... every step of the way we all follow the C.L.E.A.N. policy.