



**BASECAMP  
EXPLORER™**

# PREVENTATIVE MEASURES

The health and wellbeing of our staff and guests is our priority, as well as ensuring that the unique experience of staying with Basecamp Explorer is retained. The measures we have adopted in our camps go above and beyond the minimum government standards to offer complete comfort and security to our guests. We have also relaxed our booking terms and conditions to provide you with peace of mind.

## WHAT TO EXPECT?

### TEMPERATURE SCREENING

Temperature screening will be undertaken for all guests on arrival at the property using a non-contact thermometer. All staff and suppliers will also be screened on arrival at the property on a daily basis.

### PERSONAL HYGIENE

Alcohol based hand sanitizers will be readily available throughout the property including in vehicles and when guests are being transferred and are on game drives.

### PERSONAL PROTECTIVE EQUIPMENT

Guests will be required to wear face masks at all times when moving around public areas of the property. All staff will wear face masks at all times and certain F&B and housekeeping staff will also wear disposable gloves.

### SOCIAL DISTANCING

We have reduced the maximum occupancy at all properties to limit social contact of guests and staff and, wherever possible, we will ensure guest rooms are evenly spread throughout the property. All public areas have been comfortably spaced.

### DINING

We have expanded our in-room dining experience to enable guests to dine privately.

### INDIVIDUAL PLATING

In general, all meals and snacks will be individually plated in controlled environments under strict hygiene standards.

### CLEANING SCHEDULE

We have augmented our cleaning and disinfecting schedule and public areas are fully cleaned at least twice daily. Dining and bar areas will be cleaned after every sitting. High touch surfaces (door handles, torches, light switches etc.) will be sanitized frequently.

### HOUSEKEEPING

Rooms will continue to be cleaned daily, however our housekeeping staff will not clean a room whilst it is occupied by a guest. Turn down service will be offered should a guest request it.

### LAUNDRY

All hotel linen will be washed in keeping with guidelines recommended by the CDC. Guest laundry services will continue to be available.

### LUGGAGE

All luggage handled by our staff will be disinfected before delivery to guest rooms.

### VEHICLES

We have reduced the passenger capacity of our vehicles to ensure safe distancing. Vehicles will be thoroughly disinfected after every trip and hand sanitizers will be available for passengers.

### PAYMENT

In order to prevent the spread of COVID-19, we prefer not to accept cash on our properties. Contactless modes of payment such as credit cards and Mpesa are available.

### SUPPLIER CONTROLS

All suppliers to the property will undergo temperature screening and all goods will be disinfected and/or washed when delivered.