COVID-19

Safety Message to Guests
Thank you for choosing SANParks as your destination of choice. As we weather the storm during this pandemic, we would like to put you at ease by highlighting the efforts we’ve taken to ensure the safety and health of our guests and staff.

Please spare a minute and read through the measures put in place for your safety and that of other guests.

COVID-19 Awareness Training

- Our staff have been trained to understand the origins, cause, symptoms and how the COVID-19 virus spreads.
- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work.
- The awareness training also covered infection prevention, avoiding exposure and emergency response and protocols to be followed if a guest or staff member develops symptoms to minimise risk to the other guests and staff in our parks.

Enhanced Cleaning

- Cleaning procedures have been enhanced throughout the national parks. Extra attention is given to high-touch traffic areas, including gate and camp reception areas, guest ablution facilities, picnic and day visitor areas, tables, benches, game drive vehicles and more.
- All guest accommodation is cleaned and sanitized before occupation, following prescribed strict cleaning protocols.
- Hand sanitizers are placed at all the key points in the camp/hotel reception and public areas.
- Adequate soap will be made available inside guest accommodation and at all guest ablution facilities to promote hand-washing.
- Our staff have been trained to maintain personal hygiene and to follow strict cleaning and sanitizing protocols when attending to frequently touched areas.

Social Distancing

- Frontline Service Staff have been trained to attend and service guests at a social distance of 1.5 metres or more.
- Ground markings have been installed in public areas to help guests navigate queues in common areas while practicing social distancing.
Reduced Contact

- We recommend that guests use cashless payment options where possible, including debit cards, credit cards and to opt to use contactless tap when using card machines.
- On check in, guests will be asked if they prefer to have their rooms serviced less frequently than normal. Frequency of service will be outlined by the manager on duty.
- Guests staying at self-catering facilities are requested to wash their own dishes.

Park Reservations

- Guests are encouraged to utilise Central Reservations and the online booking portal to book and pay for their overnight and day visit reservations, in advance.
- For quota management during busy days, guests are also encouraged to book their preferred entry slots in advance, online or at Central Reservations.
- We also encourage our guests to purchase or renew their Wild Cards online, prior to arrival at the national park.

Face Masks

- It is mandatory for all guests visiting national parks to wear a face mask.
- Please bring your own face mask to wear at all times in public places.
- All face masks whether disposable or reusable, must fully cover the nose and mouth.
- The use of face masks is not a substitute for maintaining social distancing.

Temperature Screenings

- Temperature screening and answering of a health questionnaire is mandatory at entry and exit to the national parks.
- These guest records will be kept indefinitely to facilitate contact tracing by health authorities where necessary.
- Anyone displaying a temperature of 37.4° Celsius or above will not be allowed entry but will instead be directed to a side location for re-screening and assistance. Those in their party will not be allowed entry either.
Food and beverage service staff have been trained on enhanced health and safety protocols. These include regular cleaning and disinfecting of objects and surfaces used to prepare and serve guest meals.

- Kitchen equipment used in restaurants including guest crockery and cutlery is washed on high temperature wash cycles for complete disinfection.
- Staff practice strict capacity control in our dining areas to maintain social distancing.

To maintain social distancing, participants in some park activities will be reduced to maintain social distancing.

- It will be mandatory for all participants to wear face masks and to maintain social distancing whilst partaking in the activity.
- All equipment used during the activity will be cleaned and sanitised before and after every use.

National parks staff have been trained on how to perform effective hand hygiene and on the proper use of Personal Protective Equipment to ensure the health and safety of both guests and employees.

- Transparent Perspex screens have been erected at reception counters or staff will be issued with face shields for protection.