

Chibuli Guides and Tours – Trading as Flatdogs Camp.
PO Box 125, Plot 8755A, Mfuwe, Eastern Province, Zambia.
Company Registration No. 20642 VAT Registration No. 10157044-13

PEACE OF MIND COVID-19 SAFETY POLICY AT FLATDOGS CAMP

Flatdogs Camp has taken the following preventative & protective measures in order to safe guard our staff and all guests arriving at the camp, to give us all Peace of Mind.

We have appointed a Covid-19 Health & Safety Officer, Mr Israel Njobhvu, to take charge of all staff & guest welfare and to ensure that all protocols are strictly followed. Twice-daily temperature screening of every member of staff is being undertaken and new guests will have their temperatures scanned on arrival at camp and each morning before their safari. Should anyone arrive with a temperature higher than 37.4, or Covid-19 symptoms, they can be isolated in a special room which has been inspected by the Health Department and confirmed as fit for purpose where they can recover, or depart for home, whichever they prefer to do. We will expect all guests to arrive with their own face masks in line with Government recommendations but can provide locally made face masks in case of loss.

Staff have sanitizing stations available on arrival and during the day separate to guest sanitizing stations.

Staff coming into contact with guests have been issued with Personal Protective Equipment and all staff will wear face masks when in public areas. All transfer vehicles for both guests and staff will be thoroughly disinfected with medical grade disinfectant before and after every transfer.

CHECK-IN/OUT:

Contact-less check in – guests will be emailed their guest registration forms which now include contact number, route planned for departure and insurance information before their arrival. This can be completed digitally and returned to us digitally before arrival. There is a guest sanitizing station available on arrival. Guest luggage handles will be disinfected by the transfer driver on arrival at the airport.

Guests can pay for any extras by credit card and point of sale machines are disinfected before and after every use. Gratuities may be added to credit card payments.

RESTAURANT:

Enhanced hygiene protocols have been introduced in the restaurant kitchen including regular disinfectant of all surfaces after each preparation, regular hand washing with soap and all food and beverage deliveries are thoroughly cleansed with disinfectant on arrival.

There is a sanitizing station for guests to use before ordering their meals.

All meals and snacks are plated or boxed separately for guest safety including the early breakfast available before safaris which used to have a buffet option, tea items and snacks on safaris.

All hot drinks are now individually served rather than guests being able to help themselves.

Private dining – guests are able to dine privately a safe distance from others, as each table is more than 2m from the next.

Waiters and bar men all wear personal protective clothing for every contact with guests.

All tables and chairs in the restaurant are disinfected thoroughly after each set of guests depart after their meal.

Chibuli Guides and Tours – Trading as Flatdogs Camp.

PO Box 125, Plot 8755A, Mfuwe, Eastern Province, Zambia.

Company Registration No. 20642 VAT Registration No. 10157044-13

All menus have been written on chalkboards in the restaurant for guests to choose from. All meals are individually cooked and plated for guests.

ACCOMMODATION:

All accommodations are comfortably spaced apart so social distancing regulations are easily observed. Family units allow for families to remain together in their own accommodations with no need for any interactions with other guests. The house-keeping teams have been given and trained in enhanced daily cleaning protocols and all surfaces, handles and linens are thoroughly disinfected before each guest arrival and the surfaces and handles of all accommodations are disinfected twice daily.

There are no glass windows at camp so there are no ventilation systems other than fresh air. Hand sanitizers are given to guests in every accommodation.

SAFARIS

A maximum of six guests only are allowed per safari in order to maintain social distancing requirements and all safari guides wear a face mask at all times. Safari vehicles are disinfected before and after each activity. Hand sanitizer is available for use on all activities and the guide will spray this onto guests hands for those who did not bring their own bottle on safari.

Private vehicles are available to book if guests prefer not to share activities. The Crocodile Nest & Jackalberry Treehouse already come with private vehicle and guide.

GUEST WELLNESS

We have a Doctor on call 24/7 in case of emergency or suspected Covid-19 case. The Doctor will liaise with our health partners in Mambwe District in order to comply with local health regulations in the case of a suspected Covid-19 case. We have had a room cleared by local health authorities as compliant with health regulations and this can be used in case a guest becomes symptomatic. Tests will be carried out by District Health Authorities. We are informed by the Ministry of Health that should a ventilator be required by guests, there would be one available in Petauke, however this is a 5-6 hour drive away from camp. Alternatively, we can organize a Medical Evacuation for the guest to Lusaka if they prefer (under their own insurance cover).