

# Travel Safe: Stay Safe

Eco Team Tented Camps & Lodges



## OPERATIONAL GUIDELINES

### COVID-19 READINESS

## Please note

- Third party drivers' and chauffeur guides' Accommodation will not be at camp site in order to reduce the head count at the facility.
- External guests (without reservations) will only be entertained at the discretion of the Reservation Manager/Camp manager after a risk assessment.
- Guests can and will be advised on selection of third-party excursions to help ensure safety.
- All staff in the site and involved in safaris and excursions are subject to daily health screening.
- All common areas are disinfected on an hourly basis.
- A warm herbal drink as an immunity booster is offered as the welcome drink and will be made available throughout.
- Only a limited number of reservations are accepted.
- Whilst a private space of 10,000 SqM is available at Ahaspukuna Bush Walks Camp, minimum of 100SqM is maintained at Mahoora and Big Game Camps.
- Wifi area time is limited to one hour per guest and offered to guests in time slots.
- As we always do, only sit down private dining is offered for all meals at all the camps and guests will be sitting having minimum 3m gaps in an open outdoor space. [ No confined , Air-Conditioned Dining Spaces ]
- Ample facilities are available to wash hands and sanitize at all common locations.
- We assure you that you are getting a tent which was last occupied 48 hours before and fully disinfected.
- All staff are equipped with all protective gear. [ Face Masks / Disposable Gloves ]
- In-house value additions such as walks / cooking lessons will be conducted having social distancing protocols.
- Common play items such as board games will not be available.
- Our commitment to making your visits memorable remains the same. With the above guidelines and facilities in place, we have committed ourselves to go beyond what is expected to create a Safe & Healthy environment for all of our guests.
- Non Private Safaris are conducted having only 4 guests plus Naturalist / Guide in a Jeep and disinfection facilities will be available at the jeeps.
- You can contact us through our general hotline to find out more information.

## GUEST ARRIVAL/WELCOME

	WHAT	WHO	HOW	WHY
01.01	Check reservation	CM/GRM	<ul style="list-style-type: none"> <li>●Property Management System (PMS)</li> </ul>	To allow only guests with a reservation to enter the property
01.02	Check registration with authorities	CM/GRM	<ul style="list-style-type: none"> <li>●Proof of registration with relevant health/immigration authorities for foreign guests.</li> </ul>	To comply with local regulations & assist in traceability of all guests
01.03	Guest screening	CM/GRM	<ul style="list-style-type: none"> <li>●Authentic “Ayubowan”. No hand shake.</li> <li>●Temperature check</li> <li>●Check respiratory symptoms</li> <li>●Fill guest questionnaire</li> </ul>	To identify at-risk guests & ensure safety of all guests & ambassadors
01.04	Offer hand sanitizer	CM/GRM	<ul style="list-style-type: none"> <li>●Provide guest with personal hand sanitizer</li> </ul>	To limit cross contamination
01.05	Sanitize baggage	CM/GRM	<ul style="list-style-type: none"> <li>●Use disinfectant spray across baggage surfaces</li> </ul>	To limit cross contamination
01.06	Collect documents & payment	CM/GRM	<ul style="list-style-type: none"> <li>●Using gloves &amp; disinfect documents using UV light</li> <li>●Cash &amp; credit card handling Standard 19</li> </ul>	To limit cross contamination

**02. DINING & COMMON AREAS  
HIGH TRAFFIC CRITICAL POINT MANAGEMENT**

	WHAT	WHO	HOW	WHY
02.01	Restaurant and seating distance	F & B Team	<ul style="list-style-type: none"> <li>●Allows minimum space of 3 meters between all tables</li> </ul>	To ensure social distancing is maintained to minimize cross exposure
02.02	Seating Around Campfire	F & B Team	<ul style="list-style-type: none"> <li>●No Bar front seating is available. Minimum 3 meters distance is maintained for seating</li> </ul>	To ensure social distancing is maintained to minimize cross exposure
02.03	Greeting guests	Chief Steward	<ul style="list-style-type: none"> <li>●Authentic "Ayubowan". No hand shake.</li> </ul>	To ensure safety of guests & Staff
02.04	Maintain social distancing	F&B Team	<ul style="list-style-type: none"> <li>●Always maintain distance of 1 meter</li> <li>●Maintain Table Distancing of 10 M minimum</li> </ul>	To minimize potential risk of contamination & spread
02.05	Cleaning furniture & fixtures	F&B Team	<ul style="list-style-type: none"> <li>●Clean &amp; sanitize tables, workstations, chairs &amp; equipment at the end of each dining experience</li> </ul>	To limit cross contamination & maintain hygiene standards
02.06	Bill settlement	F&B Team	<ul style="list-style-type: none"> <li>●Sanitize bill folders &amp; pens after each use &amp; place in sanitized basket</li> </ul>	To limit cross contamination
02.07	Collecting washed linen	Waiter/ Activity team Member	<ul style="list-style-type: none"> <li>●Keep mask on</li> <li>●Wear gloves</li> <li>●Use fresh "sanitized" hamper from laundry</li> </ul>	To maintain hygiene
02.08	Soiled linen	Waiter/ Activity team Member	<ul style="list-style-type: none"> <li>●Use gloves and mask</li> <li>●Place in 'dirty' linen bag</li> <li>●Hand over to the laundry area.</li> <li>●Self sanitize</li> </ul>	To limit cross contamination & maintain hygiene
02.09	Placing linen on table	Waiter/ Activity team Member	<ul style="list-style-type: none"> <li>●Keep mask on</li> <li>●Use fresh gloves</li> </ul>	To limit cross contamination & maintain hygiene

### 03. GUEST TRANSIT & SAFARI MEALS/SNACKS PREPARATION, PACKAGING, STORAGE & DISPATCH

	WHAT	WHO	HOW	WHY
03.01	Sanitize working surfaces & utensils	Kitchen team	<ul style="list-style-type: none"> <li>•Use chemicals for wiping working surfaces.</li> </ul>	To maintain a safe & hygienic working environment
03.02	Preparation of food	Kitchen team	<ul style="list-style-type: none"> <li>•Prepare food following basic food hygiene</li> </ul>	To maintain food hygiene standards.
03.03	Packaging food	Kitchen team	<ul style="list-style-type: none"> <li>•Use appropriate packing materials stored in sanitized area</li> </ul>	To limit exposure
03.04	Storage of food	Kitchen team	<ul style="list-style-type: none"> <li>•Make sure correct temperature is maintained.</li> <li>•Serve within time limits</li> </ul>	To limit exposure
03.05	Dispatch food	GRM/Waiter	<ul style="list-style-type: none"> <li>•Deliver meals/snacks using gloves directly to the guests</li> </ul>	Ensure the food safety hygiene standards are met Minimize multiple handlers and limit exposure

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TOURISM SPECIALIST

### 04. CASH AND CREDIT CARD TRANSACTIONS

	WHAT	WHO	HOW	WHY
04.01	Cash receiving	GRM/Accountant	<ul style="list-style-type: none"> <li>•Use gloves to collect</li> </ul>	To limit cross contamination
04.02	Cash dispensing	GRM/Accountant	<ul style="list-style-type: none"> <li>•Use gloves</li> </ul>	To limit cross contamination
04.03	Credit card transactions	GRM/Accountant	<ul style="list-style-type: none"> <li>•Use gloves to collect and return when performing transaction</li> </ul>	To limit cross contamination

## 05. GUEST TENTS

	WHAT	WHO	HOW	WHY
05.01	Collection of soiled linen	Housekeeping Team	<ul style="list-style-type: none"> <li>●Use soiled hampers</li> <li>●Use gloves</li> <li>●Handover soiled linen to laundry on completion of cleaning</li> </ul>	To limit cross contamination
05.02	Bed making	Housekeeping Team	<ul style="list-style-type: none"> <li>●Use fresh bed linen</li> <li>●Clean, sanitize surfaces</li> <li>●Use UV light to check &amp; disinfect</li> <li>●Maintain checklists</li> </ul>	To make sure linen & surfaces are cleaned & sanitized
05.03	Clean & sanitize all hard surfaces, remote controls, switches, other controls. Door zippers clean/sanitize last	Housekeeping Team	<ul style="list-style-type: none"> <li>●Clean and sanitize surfaces</li> <li>●Use UV light to check &amp; disinfect</li> <li>●Maintain checklists</li> </ul>	To limit cross contamination
05.04	Ensure all hand sanitizer dispensers are adequately filled	Housekeeping Team	<ul style="list-style-type: none"> <li>●Visually Inspect</li> </ul>	To ensure the guest hygiene & to limit cross contamination

## 06. A FOOD PRODUCTION AREAS CONTROL POINTS AND PROCEDURES

	WHAT	WHO	HOW	WHY
06.01	Staff sanitization	Kitchen team	<ul style="list-style-type: none"> <li>●Refer Table 11</li> </ul>	To ensure cleanliness, personal hygiene and limit cross exposure
06.02	Cleaning & sanitization of utensils / workstations	Kitchen team/ Chef in charge	<ul style="list-style-type: none"> <li>●Cleaning &amp; sanitizing equipment &amp; work</li> <li>●surfaces before &amp; after every use</li> </ul>	To ensure health & safety standards & limit cross contamination
06.03	Handling ready-to-eat food	Kitchen team/ Chef in charge	<ul style="list-style-type: none"> <li>●Ensure no physical contact with food</li> <li>●Handle food only with tongs or spatulas where appropriate</li> </ul>	To ensure health & safety standards & limit cross contamination

**07. STAFF ACCOMMODATION  
HIGH TRAFFIC CRITICAL POINT MANAGEMENT**

	WHAT	WHO	HOW	WHY
07.01	Use of face mask	CM/ Team leader	<ul style="list-style-type: none"> <li>●Monitor team members using masks when in public areas</li> <li>●Keep appropriate distances placing beds.</li> </ul>	To maintain health & safety of all ambassadors
07.02	Hand sanitizer	CM/ Team leader	<ul style="list-style-type: none"> <li>●Place peddle hand sanitizer dispenser in defined locations</li> </ul>	To maintain hygiene & avoid cross contamination
07.03	Sanitization of rooms	CM/ Team leader	<ul style="list-style-type: none"> <li>●Spray disinfectant inside rooms every 2 days</li> </ul>	To maintain a hygienic environment
07.04	Sanitize bathrooms	CM/ Team leader	<ul style="list-style-type: none"> <li>●Clean and washed daily</li> <li>●Spray sanitizer every day</li> <li>●Maintain checklist</li> </ul>	To maintain a hygienic & clean environment
07.05	Collection of soiled linen	CM/ Team leader	<ul style="list-style-type: none"> <li>●Use soiled hampers</li> <li>●Use gloves</li> <li>●Handover soiled linen to laundry on completion of cleaning</li> </ul>	To limit cross contamination

## 08. SAFARI & EXCURSION VEHICLES SANITIZING & IN TRANSIT ETIQUETTE

	WHAT	WHO	HOW	WHY
08.01	Cleaning & sanitizing	Driver / Naturist	<ul style="list-style-type: none"> <li>●RM/Naturist in charge to supervise driver</li> <li>●Sanitize all surfaces with disinfectant- especially seats, grab bars and handles, carpets</li> </ul>	Ensure potentially contaminated surfaces are safe
08.02	Cool box maintenance	Driver / Naturist	<ul style="list-style-type: none"> <li>●Clean &amp; sanitize the box before &amp; after every excursion</li> <li>●Use new items for each excursion</li> </ul>	To limit cross contamination
08.03	Sanitizing Equipment & tools	Driver / Naturist	<ul style="list-style-type: none"> <li>●Sanitized before &amp; after every excursion</li> </ul>	To limit cross contamination
08.04	Hand sanitizer	Driver / Naturist	<ul style="list-style-type: none"> <li>●Hand sanitizer to be available for guests to use as required</li> </ul>	To maintain personal hygiene & a limit cross contamination

## 09. MANAGING GUESTS WITH SYMPTOMS HEALTH & SAFETY TEAM ACTIONS

	WHAT	WHO	HOW	WHY
09.01	If guest shows symptoms	CM	<ul style="list-style-type: none"> <li>●Inform HO</li> <li>●Wear appropriate PPE</li> <li>●Screen guest to confirm possible symptoms</li> </ul>	To verify and communicate to the rest of H&S committee
09.02	Recording incident	CM	<ul style="list-style-type: none"> <li>●On format provided to by management on RMS</li> <li>●Maintain incident report</li> </ul>	To maintain record & tracking system
09.03	Minimize contact with guest	CM	<ul style="list-style-type: none"> <li>●GM or EAM to request guest to confine themselves to room -self isolate Standard 41</li> </ul>	Isolate potential patient from spreading the virus
09.04	Attending to guests	CM	<ul style="list-style-type: none"> <li>●Allow only selected trained ambassadors from H&amp;S team to attend</li> </ul>	For safety of other guests & ambassadors



## 10. MANAGING STAFF MEMBERS WITH SYMPTOMS HEALTH & SAFETY TEAM ACTIONS

	WHAT	WHO	HOW	WHY
10.01	If Team Member shows symptoms when at home	CM/GRM/ Team Leader	<ul style="list-style-type: none"> <li>Go into self quarantine (14 days) at home or else as advised by doctor or PHI - Inform COO via relevant communication flow</li> </ul>	To take precautions & reduce risk of infecting other ambassadors & guests
10.02	If Team Member shows symptoms while on duty or at accommodation	CM/GRM/ Team Leader	<ul style="list-style-type: none"> <li>Immediately move to secured self isolation location. Inform COO via relevant communication flow</li> </ul>	To take precautions & reduce risk of infecting other ambassadors & guests
10.03	Screening of Staff Member	CM/GRM/ Team Leader	<ul style="list-style-type: none"> <li>Providing designated areas for checking symptoms at staff accommodation &amp; hotel</li> </ul>	To verify condition of the ambassador & documentation
10.04	Take team member to hospital	CM/GRM/ Team Leader	<ul style="list-style-type: none"> <li>By staff transport</li> </ul>	To immediately provide ambassador with required attention

## 11. STAFF SANITIZATION HEALTH & SAFETY TEAM ACTIONS

	WHAT	WHO	HOW	WHY
11.01	Morning and Evening Bath	Team Leader	<ul style="list-style-type: none"> <li>Using requirement of detergent soap and other requirements</li> </ul>	To take precautions & reduce risk of infecting other staff & guests
11.02	Washed and sanitized uniforms	Team Leader	<ul style="list-style-type: none"> <li>Using sanitized uniforms</li> </ul>	To take precautions & reduce risk of infecting other staff & guests
11.03	Screening of Staff Member	GRM	<ul style="list-style-type: none"> <li>Providing designated areas for Screening before start work</li> </ul>	To take precautions & reduce risk of infecting other staff & guests
11.04	Mask/gloves/sanitation liquid	Team Leader	<ul style="list-style-type: none"> <li>Providing required PPE</li> </ul>	To take precautions & reduce risk of infecting other staff & guests