

## COVID-19 Protocols: Wild Grass Nature Resort

In this report, you will find the following COVID-19 protocols at Wild Grass Nature Resort.

1. Summarized commitment to health and safety
2. Detailed commitment to health and safety
  - a. Staff: hygiene practices
  - b. Villa: health & safety standards
3. Cancellation policy
4. Is Wild Grass able to ensure social distancing?

### 1. Summarized: Our commitment to health and safety:

Hygiene and cleanliness have always been a priority at Wild Grass. To ensure the safety of our guests and staff, we have made it mandatory for all Wild Grass employees to familiarize and adopt to the latest cleaning and hygiene practices as outlined by the WHO and local health authorities.

Our measures are designed to mitigate any risks to guests and staff by adapting hand washing hygiene practices, cleaning product specifications for villas, kitchen sanitization and common area cleaning procedures.

### 2. Detailed: Our commitment to health and safety:

- a. Staff: hygiene practices:
  - **Hand hygiene:** Proper and frequent hand washing / sanitizing. In our daily meetings, our teams are reminded that cleanliness starts with this simple act. It's important for their health and that of our guests.
  - **Online trainings:** Villa cleaning staff have completed mandatory COVID-19 awareness and sanitisation trainings. All staff are expected to complete trainings which are offered in the future.
  - **Masks and gloves:** Staff frequently change their masks and gloves when serving food, cooking, cleaning villas (new mask and gloves required per villa), come into contact with any utensils or objects which have been touched by another staff member or guest.
  - **Behind the scenes:** We have increased the frequency of cleaning high-touch areas such as: staff lockers, storage rooms, all back offices, and staff offices.

- **Temperature checks:** Our staff undergo frequent temperature checks to ensure that they are well and pose no risk to their teammates or guests.
- **Hotel supplies:** All supplies and materials are sanitized before being admitted into the hotel premises.
- **Hand sanitizers:** Hand sanitizers are placed in all villas and public spaces including the lobby, kitchen, lobby washrooms, check in desk, staff quarters.

#### b. Villa: health & safety standards

- A room seal (cleaned and sealed for your protection). We are taking an extra measure of assurance by placing a room seal on doors to indicate to guests that their room has not been accessed since being thoroughly cleaned.
- Extra cleaning of high touch areas. This includes in-room appliances such as light switches, door handles, TV remotes, and thermostats.
- The removal of paper amenities and pens including the guest directory. On request, guests can access a digital alternative, or be supplied with physical items.
- All guests and staff who enter the hotel are subject to mandatory temperature checks. Frequent temperature readings will be in place during the guest's stay and staff members are monitored each day to ensure their wellness is in order.
- Daily inspection/ periodic checklist is carried out which has been based on WHO and local guidelines.
- Health and safety check awareness are conducted through district medical officers and public health inspectors. All staff are briefed on guidelines provided by local authorities and the WHO
- Hand sanitizers and Personal Protective Equipment (PPE) is provided for all staff and disposable gloves changed frequently after every, each service is undertaken.
- F&B Operations strictly adhered to the guidelines provided by local authorities and the WHO
- Improved disinfecting of the hotel dining, bar area. This may mean "cleaning multiple times daily and limiting the number of guests allowed in at any one time".
- Restaurants and seating in the lobby have been reconfigured to ensure safe distances are maintained between guests.
- Check-In/Out: Guest will be required to maintain social distancing protocols of 1 meter, after each check-in/out, area of reception will be wiped down, in addition, any touchpoints such as touchpads, card payment system will be wiped down.
- Travel declaration forms are introduced to trace and monitor the movements of all guests and staff.

- Guest luggage is disinfected before entering the hotel.
- Increasing the frequency of cleaning public areas, lobby, washroom, staircase rails.
- Providing stations for disinfecting wipes / Sanitizing at main entrances and key high traffic areas.
- An emergency action plan has been taught and memorized by staff. This includes being prepared to exercise immediate action by requesting an on-call doctor, as well as providing round the clock support in the unfortunate event that a guest should display symptoms or feel unwell at Wild Grass.
- New technology: We are looking into new aspects of technology to support and enhance our guest experience and services in the coming future. We will continue to update our policies.

### 3. Cancellation Policy:

In response to changing marketplace conditions, we are committed to ensuring our customers experience flexibility during these challenging times.

We have implemented the following policies:

- For guests with existing reservations for any future arrival date, including reservations with pre-paid rates that are typically more restrictive, we will allow full changes or cancellation without a charge up to 24 hours prior to arrival,\* as long as the change or cancellation is made by July 31, 2020. Please note that any changes to existing reservations will be subject to availability and any rate differences.
- For guests making new reservations for any future arrival date, including reservations with pre-paid rates, between today and December 20, 2020, we will allow the reservation to be changed or cancelled at no charge up to 24 hours before your scheduled arrival date.\* Please note that changes to the reservation will be subject to availability and any rate differences.
- Guests who booked via online travel agents or other third-party travel professionals are advised to contact their booking provider for information on their policies.

### 4. Is Wild Grass able to ensure social distancing?

- 32 acres of untapped nature forest land with villas located apart from each other (villas located between 50 - 80 meters apart from one another)
- Your villa comes with its own living area, TV, outdoor deck or terrace and mini bar, ensuring that you are both entertained and secluded.

- Guests can dine in their villas on their deck, living room or terrace upon request.
- At Wild Grass our dining concept has always been A la Carte and a set menu ensuring that food is always fresh.
- Our in-house experiences such as Breakfast/ Tea / Dinner by the lake or our Wild Trails experience are some of the ideal places for dining since we have large outdoor secluded areas reserved for these events with distancing kept in place.
- Delivery of food for villa dining is done solely by one person through our buggies limiting contact points and handling.
- Our villas are surrounded by untouched nature, and the sounds of wildlife. An experience that makes isolation a lot more bearable!
- All our dedicated hotel staff are in-house residents at our staff facility thus reducing the likelihood contracting the virus from outside.