



## LEOPARD TRAILS COVID 19 HEALTH AND SAFETY MEASURES

### General operating procedures (short summary)

- Chauffeur guides will not be accommodated or brought into camp (guest handover will be at the pickup point)
- Only guests with a prior booking cleared by head office will be allowed to enter premises
- Sanitizer available at all common locations (Lounge and Dining tent)
- Exclusive use of safari vehicles available if booked in advance (with Leopard Trails guide seated at rear of game viewer with guests, and drivers separated in cabin)
- Safari vehicles equipped with sanitizers
- All staff equipped with gloves and face masks

**Leopard Trails (Pvt) Limited.**

**Address** :# 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



- Guaranteed 24 hour "rest" period for tents before being occupied again to allow for deep cleaning.
- Focus on disinfecting all handles, keys, phones, taps and other hard surfaces and items touched regularly
- No cash or credit card transactions (payments collected online prior to arrival)
- Contact tracing log book for staff
- Limited entry points into property (one for guests, one for staff/deliveries)
- Self declaration form for COVID 19 on check-in (as per tourist board guidelines)
- Daily health screening for all staff and 3rd party safari drivers (temperature checks and respiratory conditions)
- Dining areas disinfected pre and post meal times. Lounge disinfected after use. Guests encouraged to use outdoor areas.
- Limit of 50% occupancy in keeping with government guidelines. Smaller staff teams.
- 1 tent to be used as an isolation room as per tourist board guidelines.

**Leopard Trails (Pvt) Limited.**

**Address** :# 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



- Linen once laundered stored in sealed storage boxes
- Refrain from carrying/playing with children.
- Rapid response team (consisting of MD, GM, and guides) responsible for training staff and having rapid response plan in place including logbook of actions (as per tourist board guidelines).
- Avoid sharing company mobile phones with guests. Guests are welcome to use in room phones for medical emergencies. These are sanitized during room cleaning procedure.

### Check-in procedure

- No handshakes, traditional Sri Lankan greeting instead.
- Disinfecting spray on guest luggage on arrival
- Disinfectant foot bath to walk through to enter property
- Screening facility at entrance for guests
- 3 separate areas in lounge which ensure 1.5m safe distance (as per tourist board guidelines) so that groups can be checked in/out concurrently if required. Check-in

**Leopard Trails (Pvt) Limited.**

**Address** :# 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



briefings can also be done outdoors at camp

- Freshly laundered face towels for all guests on welcome.
- Immunity enhancing hot beverage as welcome drink
- Pens and pencils shared with guests to be disinfected in front of guests prior to use.
- Sanitize room keys before issuing and re-issuing.
- Inform the guests verbally or via phone messages not to leave the room, but to inform the reception immediately if they feel unwell. The reception staff should arrange medical assistance through RRT via tele-screening to assess the condition of the guest and take further action as per the medical advice.



**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



### Tent cleaning procedure:

- All doors to be open for cross ventilation during cleaning.
- All staff should wear face masks and other recommended PPEs while cleaning, setting up the rooms and changing of used linen.
- The footwear of the staff should be disinfected with 70% of alcohol spray before entering the room and always make sure the footwear is free of soil at all times.
- When guest rooms are in use, all staff should wear face masks and other recommended PPEs while cleaning, and setting up the rooms and changing of used linen.
- Disinfect all portable devices such as remote controls, telephone handsets using 70% alcohol solutions.
- Disinfect all hard surfaces of furniture, TV and accessories in the room along with doors, windows, wardrobes, safe deposit lockers, mini-fridge, dustbins and mirrors with recommended disinfectants.
- Deep-clean the entire area including all fittings after flushing the WC with seat cover closed.
- Disinfect all fittings including bathtubs, vanity counter surfaces, mirrors, shower cubicle, surfaces and all racks/shelves.

**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com





- Disinfect the handles/levers of taps, flush devices and door knobs/handles.
- In room dining will only be carried out in the private patio of verandah of the tent to ensure ventilation.

### **Guest Dining:**

- Open air dining tent with adequate space between tables and cross ventilation (The spacing between seating for different groups will be as per 1.5-meter physical distancing guidelines)
- Private dining in private patio (suite tent bookings only)
- Private dining options for all guests in outdoor locations (weather permitting)
- Restaurant area disinfected including table tops, chairs, and service stations before setting up the restaurant, end of the day and also in between guests when in operation.
- Sanitizer available for staff and guests at entry point
- Staff operating with gloves and masks

**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



### **Kitchens and food prep:**

- Before opening, all staff should wear proper attire and face masks and gloves at all times. All areas of the kitchen including work surfaces, equipment, floors and walls should be thoroughly cleaned and disinfected.
- Clean and sanitize work surfaces regularly and after each operation.
- Kitchen floor should be regularly mopped and sanitized right through the operations.
- All mops and brushes used for cleaning purposes should be washed, disinfected and left to dry at regular intervals.
- At the end of each day's operation, the chopping boards and knives should be sanitized by immersing in a dedicated sanitizing bath, while all other equipment, working surfaces, kitchen floors and walls should be cleaned and disinfected.
- The preparation of desserts in portion size, use of cut fruits to minimize handling.
- Where action counters are used, ensure that the staff in attendance are in fresh and clean uniforms, wear face masks and frequently sanitize hands at all times.
- Clean and sanitized serving utensils should be used when handling ready to consume foods at all times.

**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



**Staff cafeteria:**

- Guide/managers to eat at staggered times in their quarters
- Other staff to eat at staggered times in staff dining area

**Bar:**

- The bar staff should wear face masks
- Bar will be placed outdoors with adequate spacing between groups
- Drinks should not be served to guests at the bar but served only at the seats to ensure guests do not congregate at the bar counter.

**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com







**Staff:**

- Check and record temperature and respiratory symptoms of all staff at the point of entry; anyone with a high temperature or with visible respiratory symptoms should be sent back
- A staff member found with a temperature above 37 degrees Celsius or respiratory symptoms during the shift should be kept in isolation and immediately referred for medical attention.
- Resident staff should get their temperature and respiratory symptoms checked on a daily basis.
- Day staff reporting for duty should not carry any additional clothing with them.
- Resident staff should carry minimum amount of clothing when coming in to the facility; any baggage brought in by staff should be disinfected at the gate before being permitted in.
- The RRT should regularly check and ensure that no staff members are traveling from areas subjected to medical lock downs or self isolations.
- Check and record temperature and respiratory symptoms of all drivers, suppliers, contractors and casual workers at the point of entry to the premises; anyone found with high temperature above 37 degrees or respiratory symptoms should not be permitted to enter the premises.

**Leopard Trails (Pvt) Limited.**

**Address** :# 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



- At the screening point maintain records of personal details (name, address, NIC number and vehicle number, time of arrival/departure)
- Staff members on leave and feeling sick should not report to work. If showing signs of Covid 19, they should self isolate for 14 days and
- Staff members feeling sick whilst on duty - immediately move to self isolation location and inform RRT for action with local PHI.
- Mandatory morning and evening bath for all staff

#### **Safaris:**

- All Safaris are guided by a Leopard Trails Safari guide in open air game viewers with top canopy.
- As always Leopard Trails guides strive to stay away from crowded sightings and use lesser visited blocks and roads.
- Safari drivers/trackers will be based in the front cabin of the vehicle.
- Sanitizer available on safari vehicle

**Leopard Trails (Pvt) Limited.**

**Address** :# 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com



- Seating, grab bars and floor of vehicle to be sanitized prior to use by guests
- Cool boxes washed with soap and water after every safari.
- Privately guided safaris can be made available if requested in advance at the time of booking.



**Leopard Trails (Pvt) Limited.**

**Address :** # 33/3, Gregory's Road, Colombo 07.

**Telephone:** +94 112 68 61 47 **E-mail:** info@leopardtrails.com **Web:** www.leopardtrails.com