



## TOURISM INDUSTRY STANDARD PROTOCOLS FOR COVID-19 OPERATIONS

The following protocols for COVID-19 operations for catered and self-catering accommodation as set out by TBCSA, have been adopted by Bodhi Khaya

### 1. IN THE OFFICE

All staff clearly understands the following:

- The virus, how its spread, the symptoms and how long it survives on various surfaces
- The required sanitation and distancing procedures
- To ensure the space between any persons in public areas and back of house is a minimum of 1.5 meters at all times. Unless the persons concerned are small groups of connected friends or family travelling and staying together
- Appropriate and effective disinfectant surface cleaners are used and sanitisers are at least 70% alcohol

### 2. RECEPTION AREA

- Members of staff attending to guests and using an area or facility frequently, will sanitise their work surface after every guest use
- Sufficient sanitiser will be provided for guests and staff throughout communal and shared areas and required upon arrival
- All visitors and guests will be encouraged to wear cloth masks in reception and shared areas
- BODHI KHAYA will carry out a screening process, obtaining contact details and other details relating to guest travel and health upon arrival
- Ensuring that all guests are adequately informed of COVID-19 protocols, why they are necessary and how they affect guest experience

### 3. SURFACES

- All surfaces will be sanitised regularly. The frequency of sanitation will depend on the extent of usage and nature of the surface
- Keys are sanitised and placed in doors before guest arrival
- All non-essential items have been removed from reception area

### 4. SUB-CONTRACTED CLEANING STAFF

All cleaning staff clearly understands

- The virus, how its spread, the symptoms and how long it survives on various surfaces
- The required sanitation and distancing procedures

### 5. ACCOMMODATION UNITS

- All booking have a one-day block after guest departure to ensure unit is thoroughly cleaned and sanitised between bookings
- Rooms are styled with a Monastic-minimalism and have very little clutter. No non-essential items are placed in rooms
- Increased cleaning and sanitation procedures have been implemented with all units being sanitised immediately after guest departure, left for 24 hours and then undergo a deep clean

## PERSONAL HYGIENE

Vigilant personal hygiene is a priority at BODHI KHAYA and will limit potential spread of the virus. All staff have been re-trained in correct sanitising and personal hygiene procedures with the focus on limiting the transmission of a communicable disease.

### 1. HAND WASHING

- Our teams wash their hands thoroughly and often
- Hand sanitisers are placed in convenient and locations around the farm for guest use. In addition, personal sanitisers will be given to guests upon arrival

### 2. HAND SANITISER

- Alcohol based sanitiser is used to supplement proper hand washing techniques
- Hand sanitising stations are placed around BODHI KHAYA for guest sue and convenience

## IN-HOUSE ACTIONS:

### 1. HOUSEKEEPING

- Strict cleaning measures are in place and provide a solid foundation for risk control
- Bed linen and towels will not be changed during the guests stay, unless requested or necessary
- Our staff will sanitise before servicing rooms and wear a mask where possible
- We ask guests to stp their beds on day of departure to minimise contact

### 2. GUEST ROOMS

- All wet areas and bathrooms are serviced regularly
- Laminated copies of guidelines and safety procedures will be placed in convenient areas and sanitised regularly
- Hand sanitiser will be positioned in all guest communal and shared areas

### 3. MEAL TIMES

- Guest seating will be arranged to ensure social distancing guidelines are kept
- Sanitiser station will be provided in Dining Hall
- Kitchen staff will sanitise before handling food or drinks and take precaution when preparing food
- Public toilets are thoroughly cleaned and checked on a regular basis

### 4. IDENTIFICATION AND INCIDENT REPORTING

- BODHI KHAYA employs outside specialists for all medical concerns and emergencies



- In the event of a guest feeling unwell, detailed information will be requested, which includes recent travel history, name age etc. The information supplied will be held in confidence but released to medical and government authorities on request
  - This document is considered a 'living document' and may be updated and amended in line with new information and regulations on a continual basis
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- It is essential that all guests are aware of their personal medical aid cover in respect of COVID-19 and the limitation on repatriation should a guest become infected on their travels

#### GENERAL

- a. A guest explicitly recognises that naturally occurring diseases and viruses (including but not limited to the currently widespread COVID-19) may be present and actively occurring in all environments in which their vacation will take place. They acknowledge the World Health Organisation has declared the Coronavirus a worldwide pandemic and that COVID-19 has made travel uncertain due to government closures and travel restrictions. COVID-19 is extremely contagious and they understand that if they have underlying conditions, they may be prone to serious infection.
- b. They understand the description of the risks caused by COVID-19 are not complete and that there may be unknown risks resulting in injury, illness, death and loss. Acknowledging these risks, guests understand and assume full personal responsibility for the increased risk of exposure, illness, death, delay, postponement, change and cancellation due to the virus.
- c. BODHI KHAYA strongly encourages guests to take out full travel protection coverage. BODHI KHAYA will not be liable to any losses howsoever arising.
- d. Any variations of the above Terms and Conditions are subject to change at any time and BODHI KHAYA reserves the right to amend or withdraw terms without notice.
- e. BODHI KHAYA will not be responsible for inadequate, insufficient or incomplete medical and travel insurance cover.