



6 BEYOND

FREQUENTLY ASKED QUESTIONS

We've been expecting you





Beyond the lockdown,
lies adventure in a safe haven. ”

Contents

Travelling safely	1
-------------------	---

TRAVEL SERVICES

Getting there	4
---------------	---

Touring activities	5
--------------------	---

AT OUR LODGES

Checking in	7
-------------	---

Guest areas	8
-------------	---

Spa and fitness	11
-----------------	----

Dining experience	12
-------------------	----

Safaris and other activities	14
------------------------------	----

Travelling safely



Both CDC and WHO warn that direct person-to-person contact is the primary way COVID is spread. How will you be lessening the risk of transmission this way?

We have consulted with our medical advisors, Park Doctors, as well as referenced the World Health Organization, the Centres for Disease Control and Prevention (CDC), WTTC, and the regulations of each government of the countries where we operate; to develop and train detailed COVID-19 protocols for all aspects of our operations across three continents.

Will guests be obliged to provide a doctor's note/clearance before travelling?

This will not be a requirement imposed by &Beyond itself. However, should any of the countries that we are operating in impose this as a requirement for travel, we will, of course, comply with the rules for travel to that country.

What training have the &Beyond teams received in preparation for dealing with guests?

&Beyond Life is an internal programme that oversees the wellbeing of our staff and extends into the communities surrounding our destinations. As part of this programme, all lodge teams, transfer hosts, guides, and field staff have been educated extensively about what COVID-19 is and how to identify the signs and symptoms of those infected, as well as rules on personal hygiene, interaction with others, luggage handling, and cleaning and sanitation best practises. These protocols were developed in consultation with our medical advisors.

TRAVELLING SAFELY

Will your staff be required to carry out regular testing, including daily temperature checks?

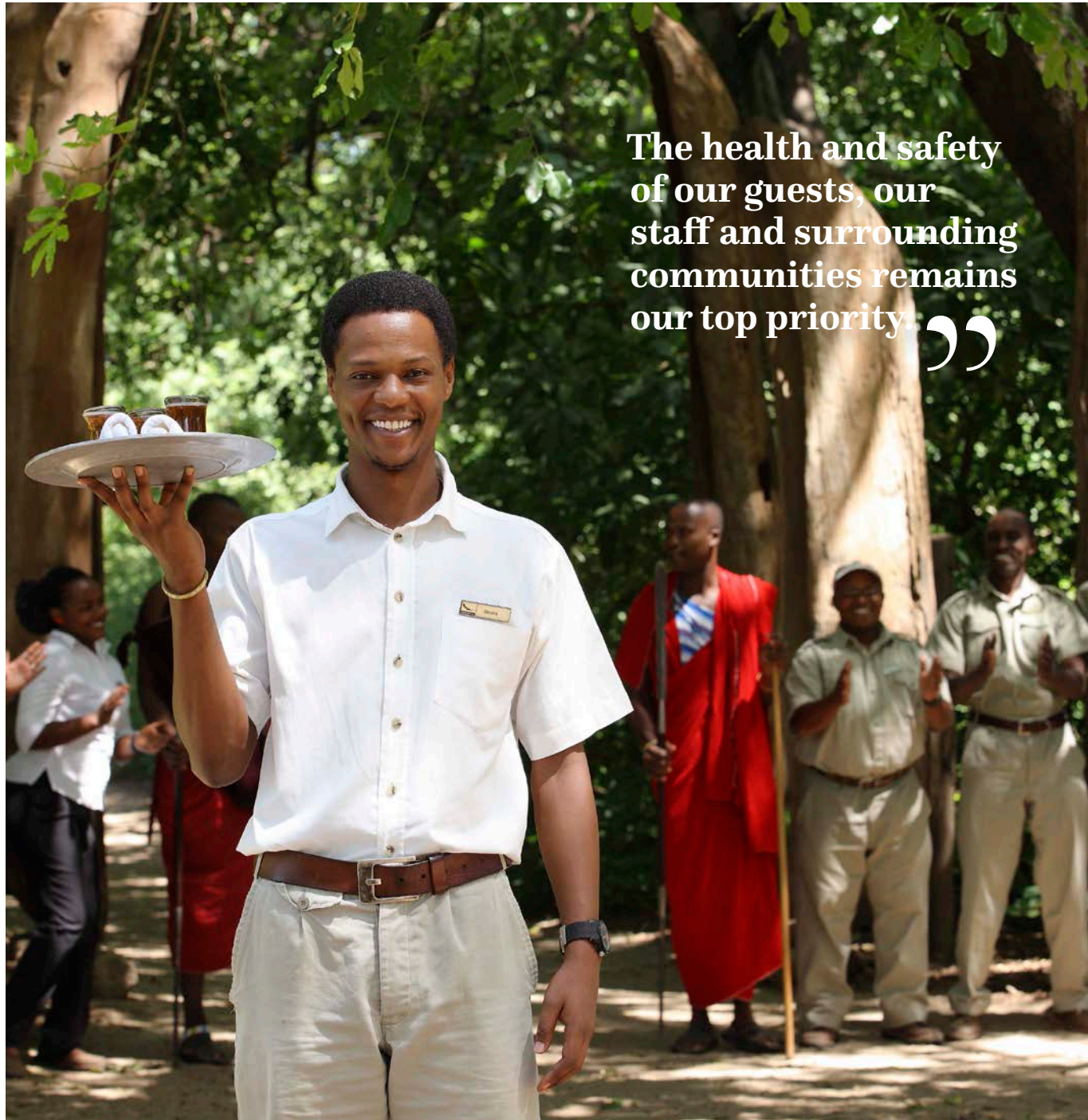
All staff returning to work will go through training and a screening questionnaire process before they can start working. Daily temperature checks will also be carried out. We are running an internal campaign that has staff watching out for each other. We have a process in place so that, should any staff member exhibit COVID symptoms, they will be isolated immediately and cared for by a select group of staff per lodge. We will work closely with the health departments of each region or country where we operate should we suspect a case.

Will &Beyond staff members be required to use a mask and gloves?

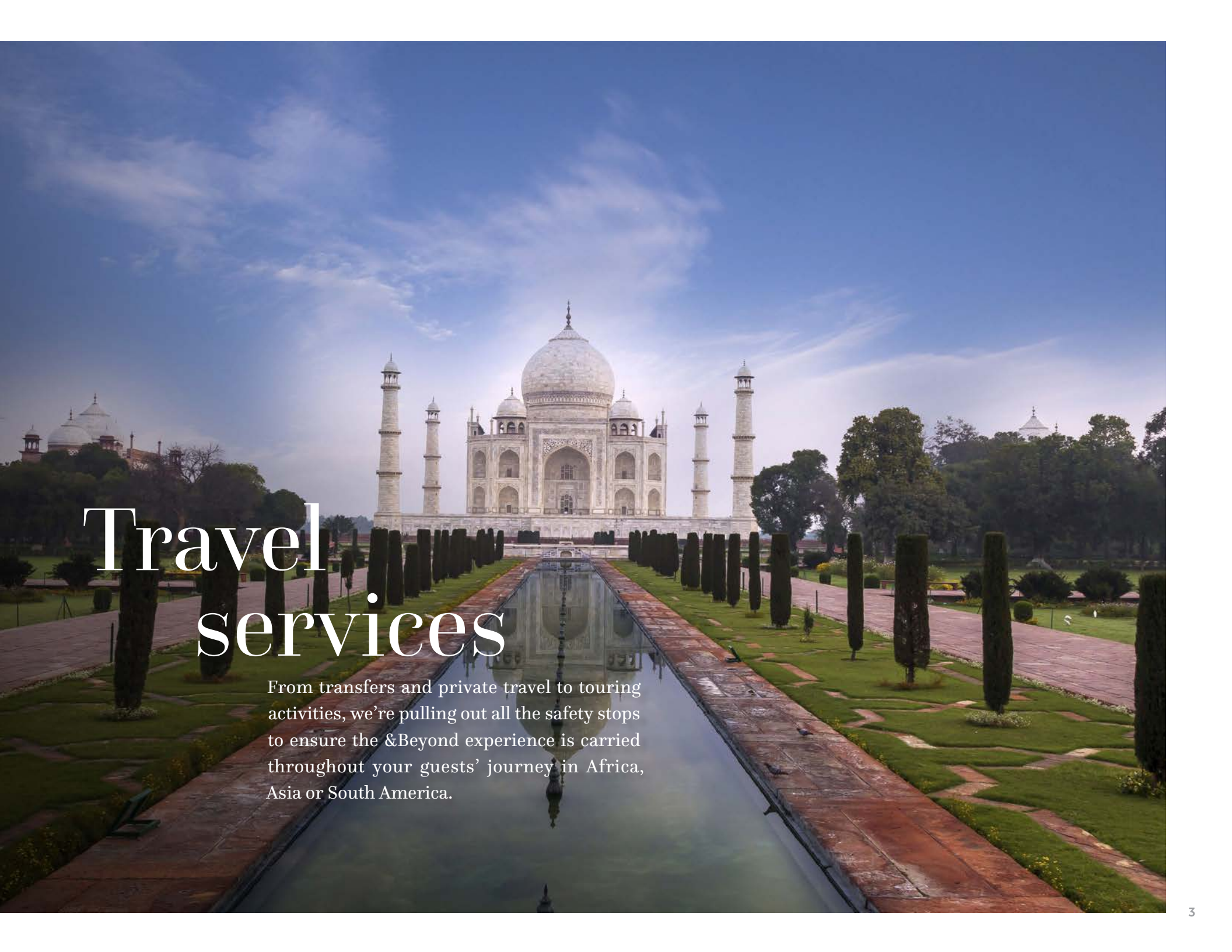
Chefs will be required to use masks in the kitchen and while serving. Housekeepers will also have masks and gloves. Unless it is required by health authorities in the countries where we are operating, staff will not wear masks and gloves while in the guest areas, but they will practise strict physical distancing and safe respiratory actions. Should a guest ask for the staff member serving them to wear masks and or gloves, that &Beyonder will immediately do so.

Will you require guests to wear a mask and gloves?

We will not require guests to wear masks or gloves unless this is stipulated by health authorities in the country of operation. However, they are, of course, very welcome to do so should they choose.



The health and safety of our guests, our staff and surrounding communities remains our top priority. ”

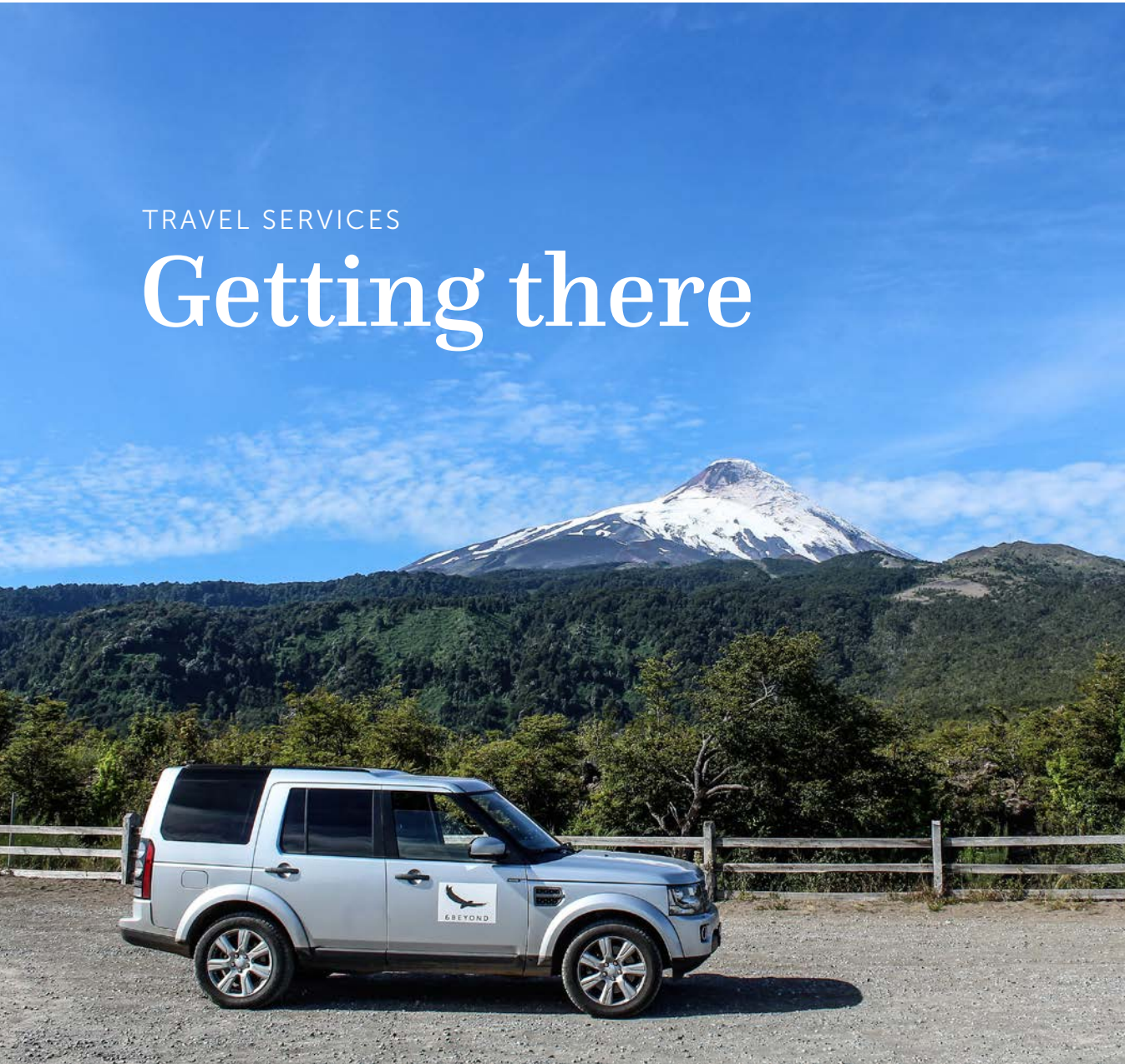


Travel services

From transfers and private travel to touring activities, we're pulling out all the safety stops to ensure the &Beyond experience is carried throughout your guests' journey in Africa, Asia or South America.

TRAVEL SERVICES

Getting there



Will there be in any changes in the documentation that guests will receive?

Documentation and Travel Journals will be sent to guests electronically unless hard copies are specifically requested. In this case, a strict process will be followed to make sure that all documentation is sanitised and safe to be handed to the guests.

Will meet and greet services still be available?

Yes, our meet and greet teams at airports will still be there to accompany guests into transfer vehicles.

Will you be making changes to transfer services?

Where we operate sedan-type vehicles for road transfers between camps or lodges, we will limit the number of guests to two per vehicle and where we use utility vehicles for this purpose we will limit the number of guests to two guests per row of seats. While our vehicles are already cleaned between transfers, they will now also be disinfected between each use.

Guides and drivers will sanitise their hands before and after handling luggage, and all bags and suitcases will be sanitised before being placed into the transfer vehicle. Our vehicles will feature individually-packaged spare masks and gloves for guests should they request them. Beverages and snacks will also be available on transfers, however, all packaging will be sanitised before being handed over.

All third party suppliers used for transfers and tours will have comprehensive safety protocols in place that will match &Beyond's stringent standards.

TRAVEL SERVICES

Touring activities



What kind of standards will be adhered to on tours and while visiting places of interest?

We have always prided ourselves on having the insider knowledge necessary to help our guests avoid the crowds while sightseeing and we will continue to use this to ensure that they have the most secure and private experiences possible. However, each tour will need to be managed separately, as destination and attraction is likely to have its own safety protocols in place.

We will use our extensive experience to recommend the best times of day to visit specific attractions to limit the number of people that our guests encounter. Our guides will also be trained to help our guests maintain physical distancing protocols, as well as to ensure that they have masks and hand sanitisers on hand at all times.

Is &Beyond making sure that the partner properties where guests might stay are taking the same health and safety precautions?

Our selection of partner properties will have comprehensive, safety protocols in place, which match &BEYOND's stringent standards.

At our lodges

The welfare of our guests, our staff and surrounding communities remains our top priority. We've implemented all the required safety protocols while ensuring an extraordinary experience during your guests' stay.



AT OUR LODGES



How will luggage at the lodges be handled?

All luggage will be treated with a luggage-friendly disinfectant both on arrival at the lodge and once again it has been dropped off in the guests' rooms.

How will check in be handled at the lodges?

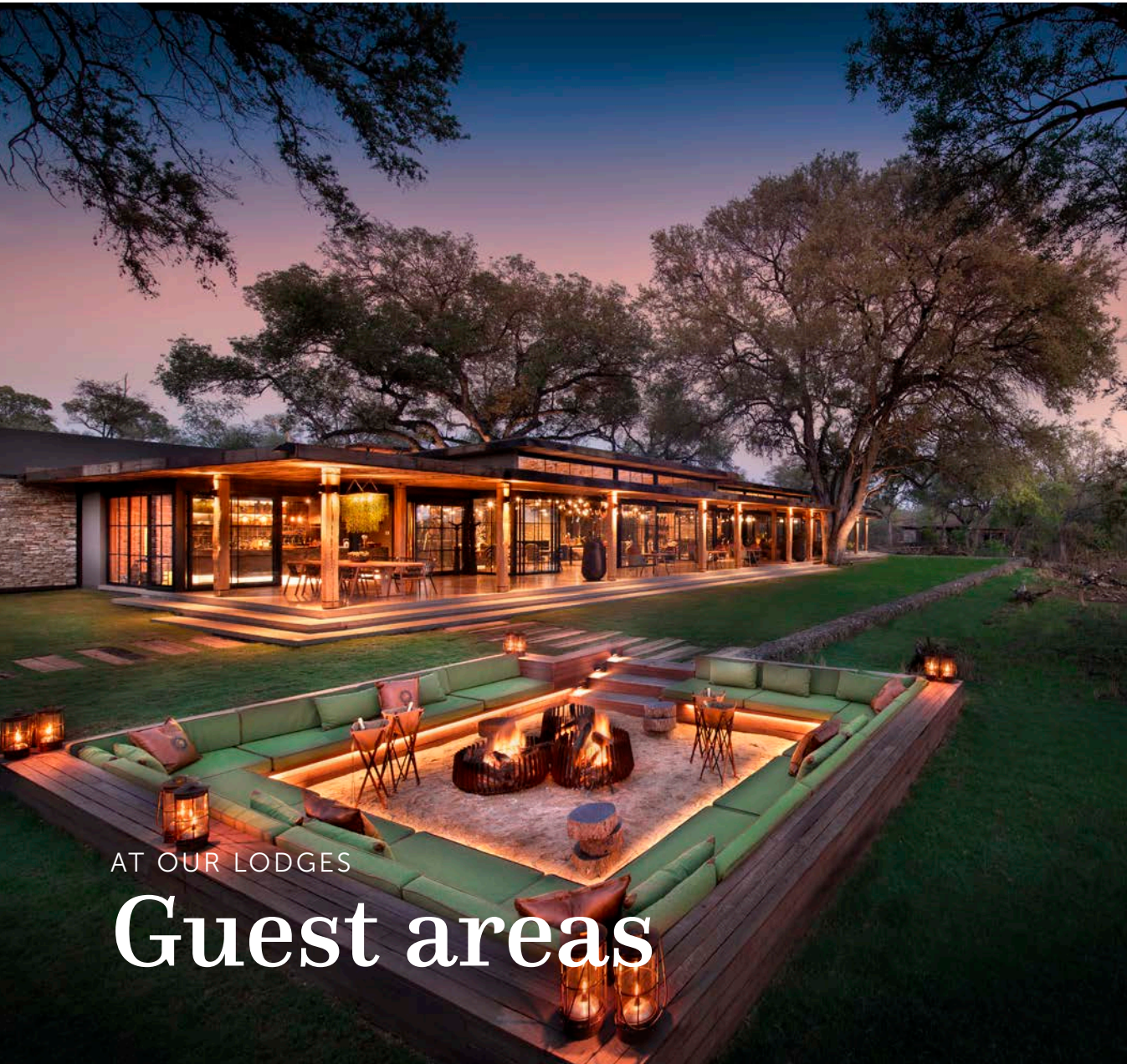
We are proud of the warm welcome at our lodges and elements of this will not change. Guests will still be greeted with a song and a welcome drink. However, both staff and guests will be asked to keep a minimum of 1.5 metres (5 feet) away from one another during this time. Guests will also be given a choice between a welcome drink or a sealed bottle of still or sparkling water. They will be given access to protective gear such as a mask and hand sanitiser.

Will you be taking guests' temperatures as they arrive?

There will be a voluntary temperature check for international guests on arrival. Having travelled internationally, they would already have been exposed to multiple checks by the time that they arrive at the lodge, hence we will not be imposing this as a requirement. Local guests and self-drive guests will be scanned on arrival, as they would not have been subject to the same tests while travelling.

A station where guests can monitor their own temperature will be set up at a discrete place in each lodge and will be accessible at all times. This will be pointed out to guests on arrival and it will be recommended that they make use of it periodically during their stay.

AT OUR LODGES



AT OUR LODGES

Guest areas

Will you remove and re-arrange furniture?

While we don't intend to re-arrange the furniture at each of our lodges and camps, we will make sure that we provide ample seating for all guests while accommodating the required physical distancing protocols.

Will you eliminate some public spaces?

We will not be closing off or eliminating any public spaces in our camps and lodges. In contrast, where possible, we will increase the size of these public areas by taking advantage of their setting.

We will continue to offer multiple dining options at all lodges, which will help us to ensure that the correct physical distancing measures are in place. These will include outdoor dining venues, private room dining, terraces, gardens, settings around our swimming pools and other secluded places at our lodges.

How will you minimize gatherings or manage the number of guests in public spaces?

The layout of our lodges already allows for effective physical distancing and our program of activities is extremely staggered, which results in guests never being present in the public spaces in our lodges in large numbers. Guests will be subtly reminded of physical distancing requirements if it is required.

AT OUR LODGES

Will guests' rooms and public spaces be cleaned more frequently, particularly the most touched items, such as light switches, door handles, TV remotes, etc?

Guest rooms will be cleaned three times per day, as per our standard procedures. However, housekeeping staff will also thoroughly disinfect all high traffic and high touch areas during each cleaning.

Will you use hospital-grade disinfectants?

The disinfectants used will be sourced in each country and will be audited internally to ensure that they comply with WHO requirements.

Will you implement new cleaning technologies, such as UV light sanitization, electrostatic sprayers or BrainOS-powered robots? If so, where on the properties and when/how?

We are looking into all the options currently available. Should we find that we cannot achieve the same results without these machines, we will consider using them.

Will you remove high-touch point in-room amenities, such as pens, notebooks, brand brochures, magazines, books, newspapers, etc?

Anything that cannot be disinfected will be removed and replaced with a suitable alternative, taking into account the environmental impact of these decisions. Beyond will replace pens with a sustainable cork pen that can be disinfected.



AT OUR LODGES

Will you enforce a buffer time between room stays? (For example, after a guest checks out, another guest will not check in until 24 hours later).

We feel that our hygiene and disinfecting procedures will not require a buffer between room stays.

Do you have an expert (individual or council) who is guiding/reviewing these new protocols?

This function is carried out by Niall Anderson, Chief Operating Officer Africa Lodges, Roelene Beumer (Lodge Support & Services Director) and the applicable Regional Directors.

Will there be a dedicated &Beyond who will be in charge of managing these new protocols on a daily basis?

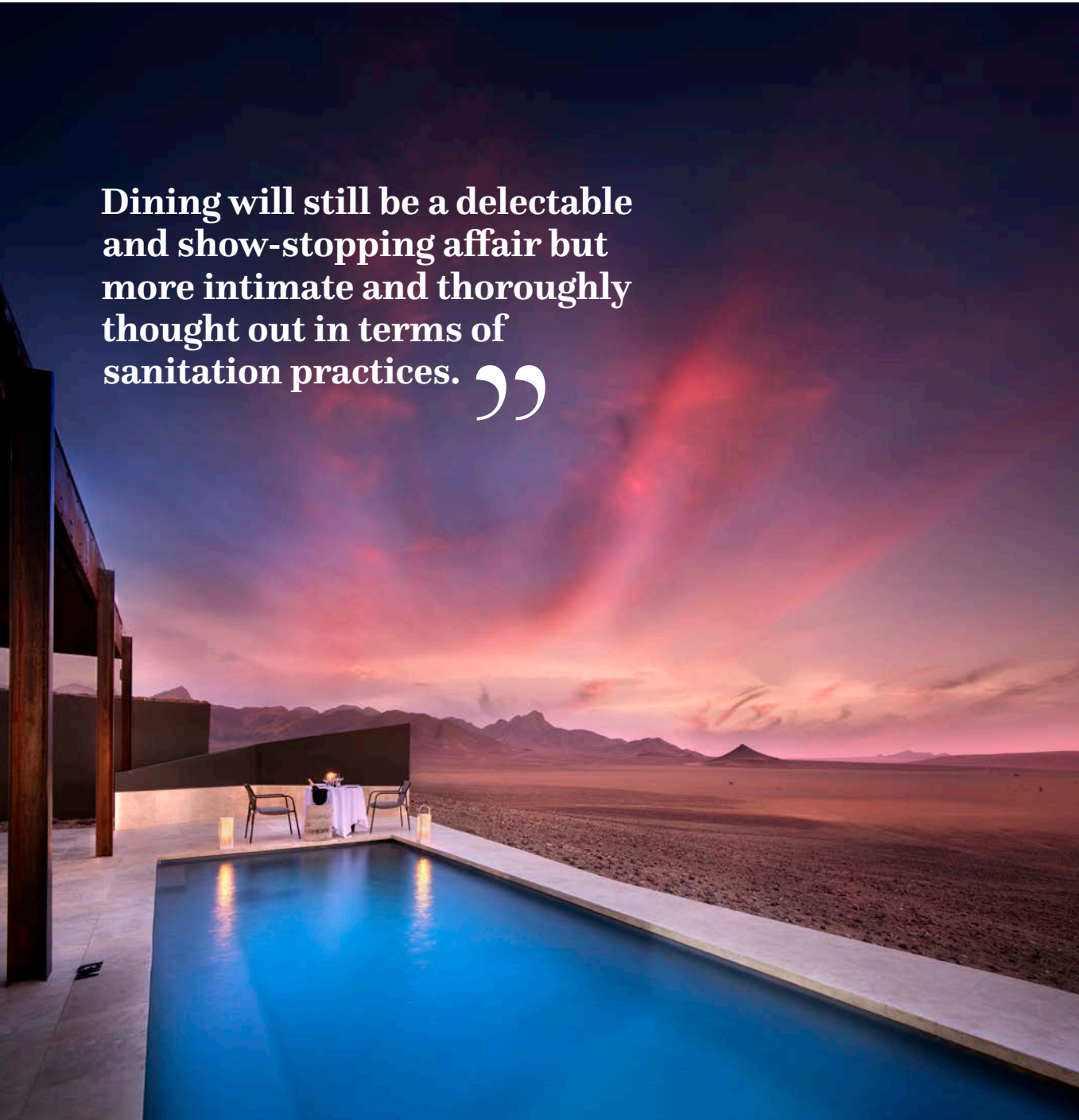
The Lodge Manager will be the person who is responsible for all protocols at their lodge or camp.

Will you be setting up hand sanitising stations?

Multiple cleansing stations which will include hand sanitisers, disinfecting wipes, paper tissues and, in some cases, hand washing stations will be situated at strategic points within our lodges and camps.

Will you provide disinfecting wipes at guests' disposal?

Yes – these will be placed at the various cleansing stations and in guest rooms.

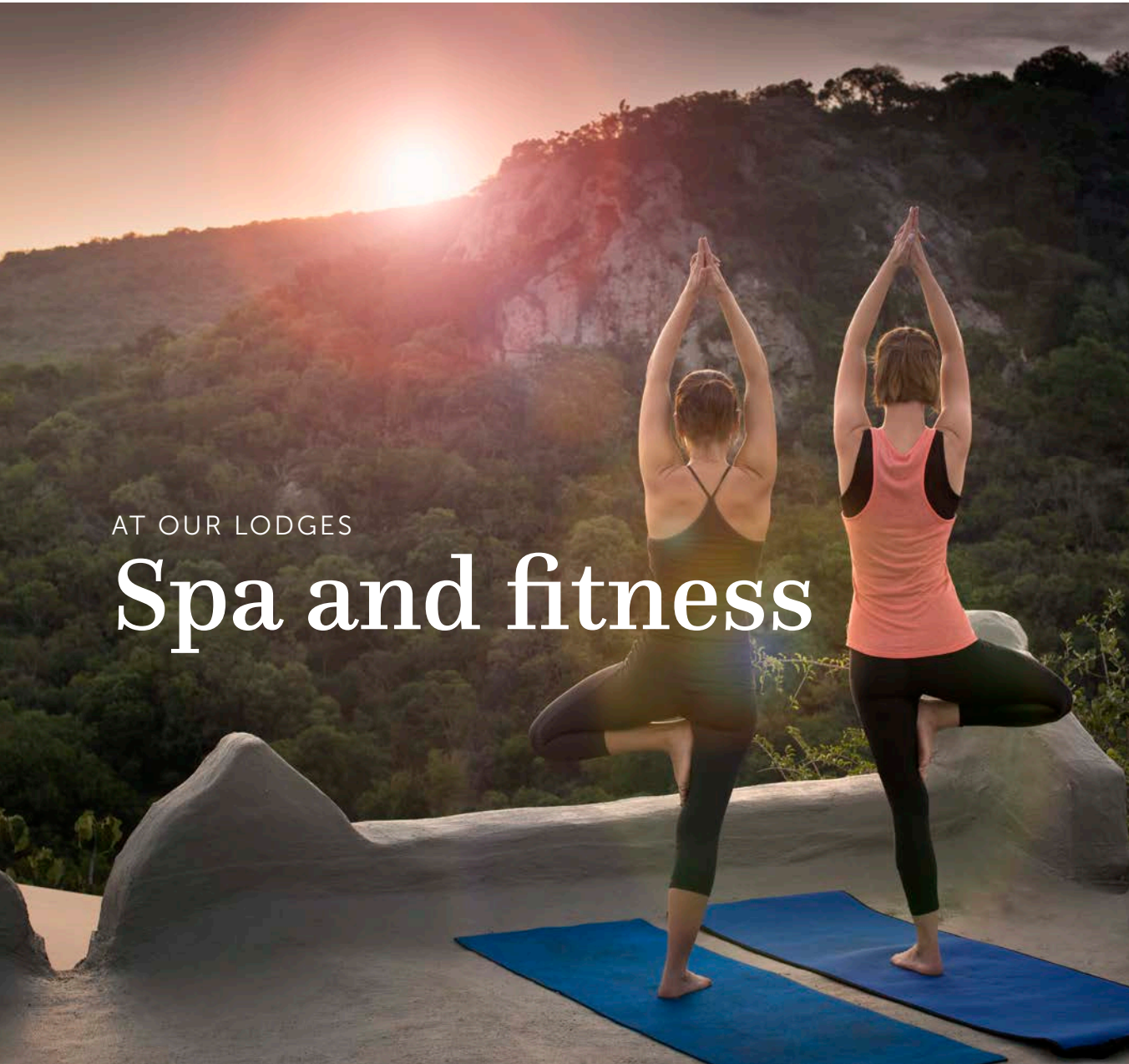


Dining will still be a delectable and show-stopping affair but more intimate and thoroughly thought out in terms of sanitation practices. ”

AT OUR LODGES

AT OUR LODGES

Spa and fitness



How will the spa / fitness experience change?

We will continue to provide a massage offering, however, we will take all necessary precautions. Our wellness programs will be changing and plan to offer more activities that don't require touching and close contact, such as yoga and reiki will be offered at some of the lodges.

Will you offer more in-room treatment options?

Most of our lodges and camps already offer in-room treatments and this will not change.

Will you forgo gyms or how will you manage a certain number of guests at one time?

At the lodges where we have gyms, we will be limiting the number of guests training at any given time by introducing a pre-booking sheet that guests can use to book 45 minute gym sessions in advance, which will be explained to guests on arrival. Gyms will be disinfected after every training session.

How will you monitor frequent disinfecting in the gyms?

This will be done by our cleaning staff and recorded after every session.

Will you allocate pool/beach chairs so guests don't share?

Pool and beach chairs will be disinfected twice daily, and disinfectant spray will be available for guests to use, should they choose, throughout the day.

AT OUR LODGES

AT OUR LODGES

Dining experience



How will room service change? Will it be specially packaged and delivered right to the door without contact?

We anticipate that our guests will request more in-room dining. Given that most of our in-room dining venues are outside, on a veranda or balcony of the guest room, we will continue to offer a full room service offering with individual butler service. All good hygiene practices and disinfecting procedures will take place as normal.

What will the dining options at the lodges look like?

We will continue to offer multiple dining options at all lodges, which will help us to ensure that the correct physical distancing measures are in place. These will include bush dining venues, private room dining, terraces, gardens, settings around our swimming pools and other secluded places at our lodges.

What is the future of mini bars?

Our mini bars do not contain multiple sealed food items, only personalised drinks. Where required, food is made to order. As such, we don't view our mini bars as a virus hazard and will continue to offer this service, all the time ensuring we are adhering to the most stringent hygiene standards.

AT OUR LODGES

Are you planning on having minimal capacity and strict dining times in restaurants?

By the nature of our business, our dining areas are very seldom used at full capacity. Guests spend a large part of the day away from the lodge, enjoying one of the many activities we offer, and all return to the lodge or camp at different times. In those cases where we do have a larger number of guests at the lodge at the same time, we will be making full use of the wide range of dining venues available at all our lodges to ensure that guests' tables are always at least 1.5 meters (5 feet) apart and that chairs that are positioned back to back are never closer than one meter (three feet) from each other.

Will you eliminate buffets?

In the few cases where we do offer buffets, they will follow strict guidelines and guests will be served by a butler or chef rather than helping themselves.

Will you offer enhanced in-room dining experiences to limit interaction with other guests?

Yes, as per the answers above.

Are you offering incentives for in-room dining?

No. This has always been something that we have offered to all our guests at all times and we will continue to do so.

Will you be making any changes in training and food handling?

The strictest food preparation protocols have always been practised in our kitchens. However, we have made sure that no sanitisation rules have been missed in our COVID-ready implementations.



AT OUR LODGES



AT OUR LODGES

Safaris and other activities

How will you handle game drives and space concerns?

The very nature of game drives means that they are considered “safe”, as they are held outdoors. This doesn’t mean we aren’t taking all the expected precautions. All vehicles will be sanitised, and a maximum of six guests will be allowed on our safari vehicles. Each room will receive their own adventure kit, which includes a Guides’ Journal and lodge fold-out map, as well as a pair of Swarovski binoculars (available at our African safari lodges only and sanitised on check-out).

Community visits will inevitably be limited or restricted – any ideas for how to adapt these often very meaningful exchanges?

As the rural communities surrounding our lodges are extremely vulnerable, we will be working very closely with community leaders and will take our lead from them as to when they feel comfortable to resume visits without compromising community members. Once both sides are satisfied that visits can go ahead without undue risk, both community members and visitors will need to follow strict protocols. The exact nature of these is still under discussion with community leaders.

Guests at &Beyond lodges will still be able to support the local communities by making a donation to community and conservation projects supported by &Beyond or by buying locally produced crafts online.

AT OUR LODGES

How will you handle game drive drink stops, pre-game drive drinks / high tea?

Guests who choose to have afternoon tea or a drink prior to their game drive will be served by an &Beyonder, wearing protective equipment, rather than helping themselves at a communal tea station.

Game drive drink stops will start with a communal hand sanitising ritual for the guide and tracker, with guests asked to join in. Once the drinks table is set up, there will be hand sanitiser and disinfecting wipes available for guests and staff on the table. Drinks will be served to the guests by the ranger and tracker. Training will be carried out to ensure that particular care will be taken by them in the way they prepare and serve these drinks. All snacks will be served in environmentally friendly pre-packaged packets and each guest will receive their own arrangement of snacks.



The very nature of game drives being held outdoors means that they are considered “safe”. This doesn’t mean we aren’t taking all the expected precautions. ”



TRAVEL TRADE

salessupport@andBeyond.com

REGIONAL ENQUIRIES

Africa : africa.reservations@andBeyond.com

Asia : southasia.reservations@andBeyond.com

South America : southamerica.reservations@andBeyond.com



andBEYOND



[@andbeyondtravel](https://www.instagram.com/andbeyondtravel)
[#seewhatliesbeyond](https://www.instagram.com/andbeyondtravel)

andBeyond.com