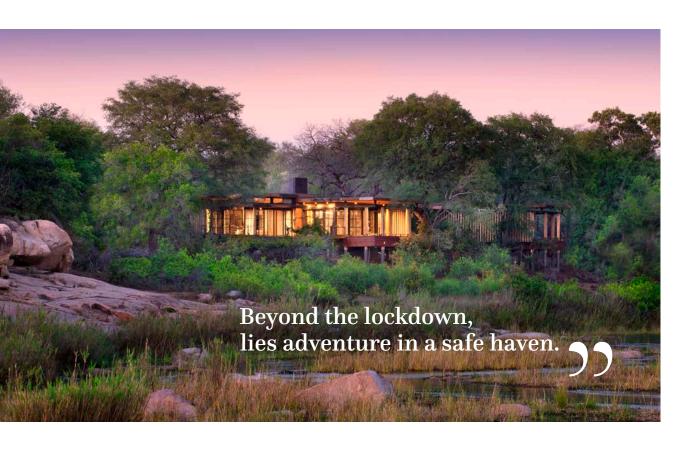


We are looking forward to welcoming guests back at our lodges and offering them the same warm &Beyond hospitality. While we have gone out of our way to ensure our guests feel safe, we will be offering our full range of services, provided with all &Beyond's unique touches, in order to ensure that the guest experience remains unchanged.

Please note that, while we have done our best to answer your questions as completely and accurately as possible, the situation with regards to Covid-19 is constantly changing. We will be constantly reviewing and adapting our protocols should new requirements come into being or old ones fall away.



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#### 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?

All processes and procedures at our lodges and in our touring operations have been reviewed and additional safety protocols applied to adhere to strict physical distancing protocols.

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

This will not be a requirement imposed by &Beyond itself. However, guests should be able to provide proof of a negative PCR test or a vaccine certificate (all in accordance with the requirements of the country they are travelling from and to).

## 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. All protocols associated with Covid-19 will be reiterated and spoken about at daily meetings.

#### 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.

#### TRAVELLING SAFELY

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. Each lodge also has a stringent plan in place in the event that a staff member should test positive for Covid-19.

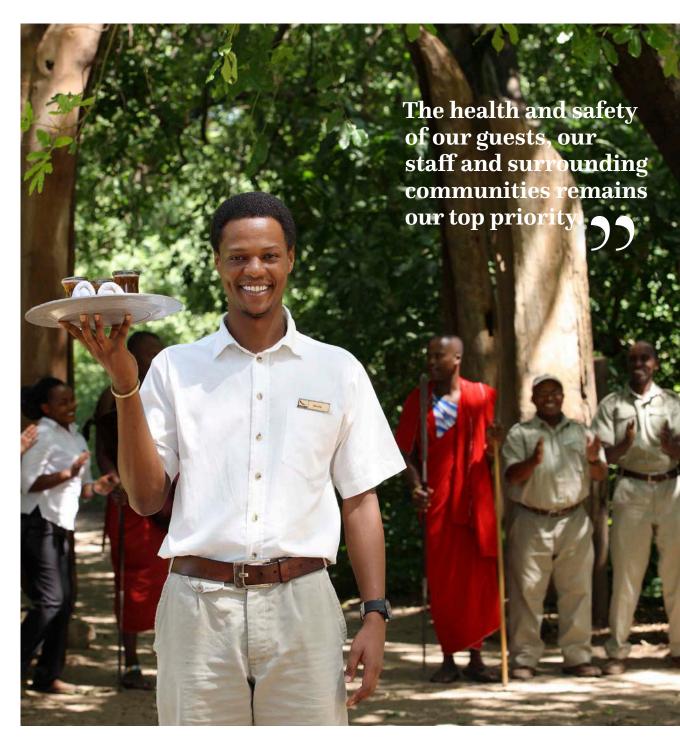
### Will &Beyond staff members be required to use a mask and gloves?

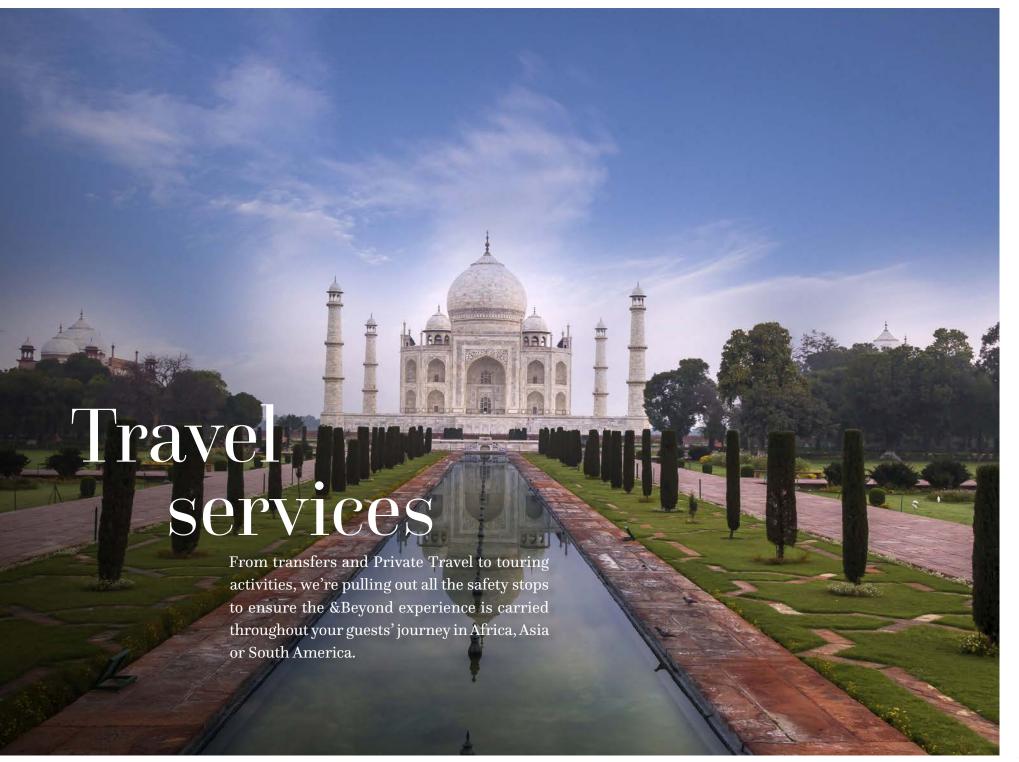
&Beyond will be guided by the requirements put into place in the relevant countries where we operate when deciding what kind of protective equipment our staff will use. Where appropriate and relevant our staff will wear face protection in the form of a mask or alternative and suitable replacement. We are doing our best to source the most effective face protection that will not take away from our guests' overall experience. Research has shown that gloves are not as effective as regularly sanitising your hands, hence we will only be utilising gloves for specific tasks. Where our staff members are not required to wear masks, they will practise strict physical distancing and adhere to all other recommendations.

Should a staff member not be wearing a mask and / or gloves and a guest not feel comfortable with this, our staff have been instructed to immediately remedy the situation on request.

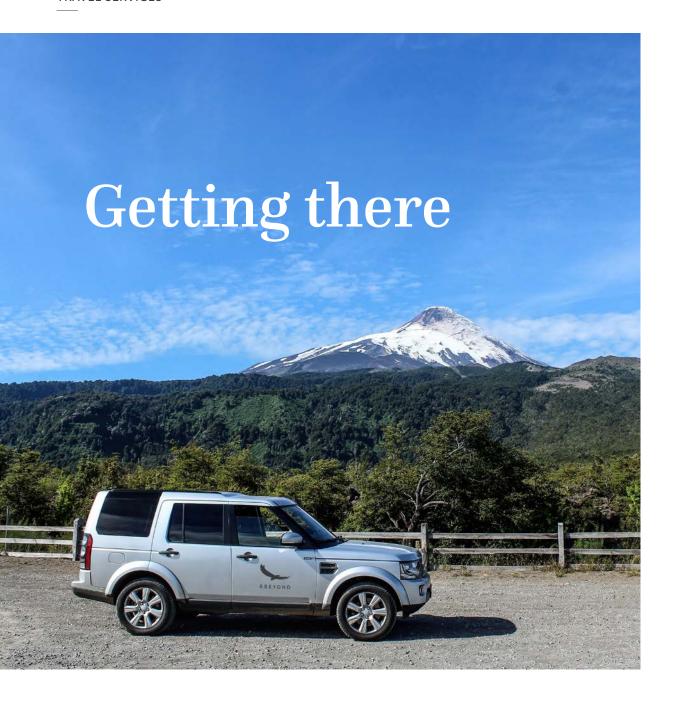
### Will you require guests to wear a mask and gloves?

&Beyond will be guided by the requirements imposed by the health authorities in the countries where we operate. As a precaution, we advise all guests to be cautious and wear face protection and this will also be required from guests who are taking part in shared activities. Guests who are travelling together, who choose to book private and exclusive activities and who are able to maintain a safe distance of more than 1.5m (5 feet) from the guide will not be required to wear face protection if they choose not to do so.





#### TRAVEL SERVICES



### 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 sterilised 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 to 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 SUVs 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 guests will have the option of having all their bags and suitcases 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  $\uptheta$ Beyond's stringent standards.

#### Will there be safety standards in place on regional or charter flights booked by &Beyond?

While exact regulations may vary from country to country, &Beyond's air travel suppliers will have comprehensive safety protocols that match our own procedures and protocols.



## 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 each 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 social 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  $\theta Beyond's$  stringent standards.





### How will luggage at the lodges be handled?

All guests will be offered the option of having their luggage treated with disinfectant both on arrival at the lodge and once again after it has been dropped off in the guests' rooms.

### How will check-in be handled at the lodges?

We are known for our warm welcome at our lodges and we endeavour to ensure that 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 bottle of still or sparkling water from &Beyond's own water bottling plants, which adhere to strict sanitising standards. Guests will also be provided with access to hand sanitiser at all times.

### Will you be taking guests' temperatures as they arrive?

&Beyond will be guided by government regulations in each of the regions where we operate. Although international guests would already have been exposed to multiple checks by the time that they arrive at the lodge, it is possible that we may need to carry out additional checks on arrival.

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 and it will be recommended that they make use it of periodically during their stay. Guests' temperatures may also be tested daily, should this be a government requirement in the country of operation.

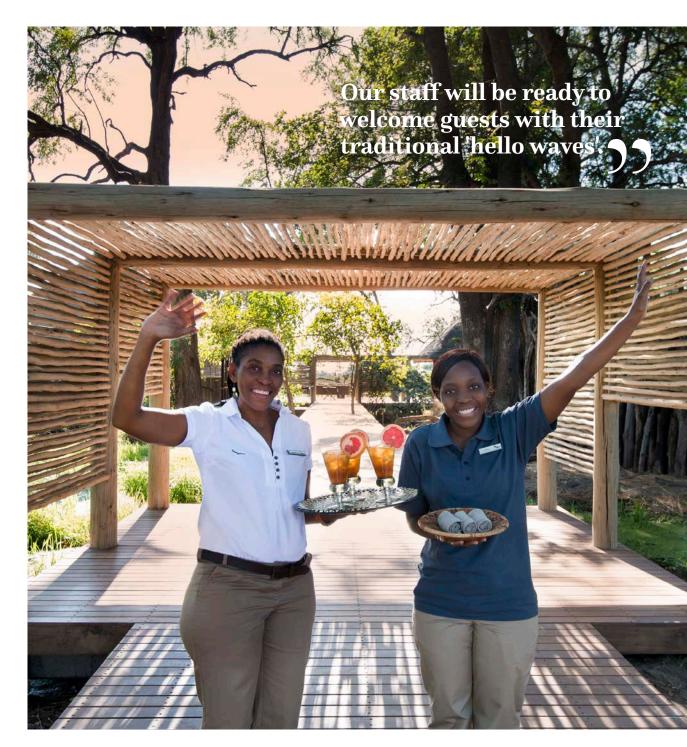
## What is the protocol should a guest arrive with a fever or develop one while at the lodge?

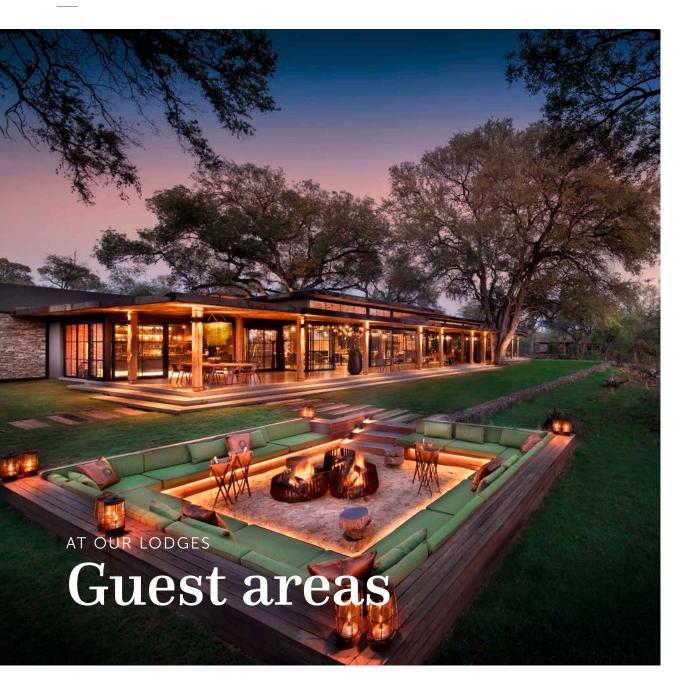
On arrival, all guests will be fully briefed on what to do in the event that they should feel ill while staying with us. Should a temperature check reveal a high fever, the guest's temperature will be re-checked after an interval of 10 to 15 minutes. If their temperature remains high, the lodge management team will assess the guest's situation. If required, the guest will be put in touch with park doctors, standby doctors or other medical authorities. Should it be suspected that the guest may be positive for Covid, the guest will be required to self-isolate in their room. All staff and other guests who are determined to have been in contact with that guest will also be required to self-isolate. &Beyond will arrange for the guest to either be taken to the nearest medical Covid testing facility or for a medical advisor to test the guest on-site.

Should the guest test negative, they will be able to carry on with their stay as normal, while being overseen by the relevant medical authorities. Should a guest test positive, they will need to follow the relevant destinations' quarantine treatment procedures, at their own cost.

### Will the lodges have medical assistance / advice available?

Yes, the relevant medical teams will be on standby around the clock for telephonic consultations from all our lodges.





#### 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 as far as possible, 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 rarely being present in the public spaces in our lodges in large numbers. Should this happen due to inclement weather or for any other reasons, guests will be subtly reminded of physical distancing requirements.

#### Will guests' rooms and public spaces be cleaned more frequently, particularly the most touched items such as light switches, door handles, 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. We will also do our best to accommodate all guest requests, should they prefer to limit access to their rooms or require additional 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 and CDC requirements.

#### Will you implement new cleaning technologies such as UV light sanitisation, electrostatic sprayers etc?

When it is required, we will make use of sanitisation machines (Ozone) and foggers; it is all dependent on availability of these technologies in the country.

## Will you remove high-touch point, in-room amenities such as stationery and reading materials?

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.



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, COO Africa Lodges, Roelene Beumer, Lodge Support & Services Director, and the applicable Regional Directors.

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

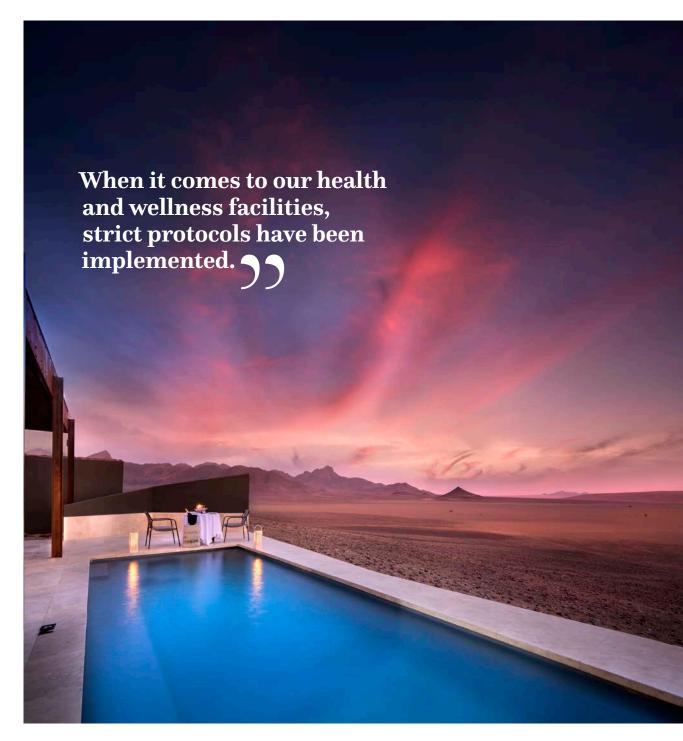
The Lodge Manager will be the person who is responsible for all protocols at their lodge or camp.

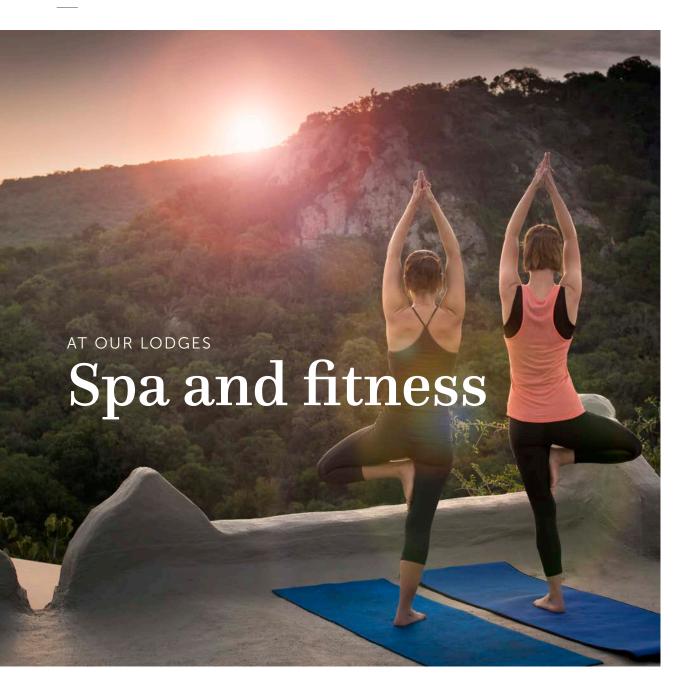
### Will you be setting up hand sanitizing stations?

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?

 $\overline{\text{Yes}}$  – these will be placed at the various cleansing stations as well as in guest rooms.





#### How will the wellness experience change?

We will continue to provide a massage offering. However, we will take all necessary precautions to ensure the safety of our guests. Our wellness program will be changing as we plan to offer more activities that don't require touch and close contact.

### 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.



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

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.

## 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' table 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 quests 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?

We will continue to offer in-room dining at our lodges as per usual. However, it is also important to note that many of our dining venues are in the open air, which means that guests will not need to opt for in-room meals in order to ensure that they are not dining in close proximity to others.

#### 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. We also believe that our variety of open-air dining venues allow guests to adhere to physical distancing protocols and dine as securely as in their own rooms.

### 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.

#### Will the &Beyond lodge choirs still perform for guests during mealtime? If so, what measure will be taken to ensure this is done in a safe way?

Where possible, our popular lodge choirs will continue to entertain guests. However this will be done in a safe outdoor environment and not in the dining rooms. The choirs will maintain a minimum distance of 10 meters (33 feet) from guests.

### Will the guides be able to join guests at the table for dinner?

In the interests of safety, we will avoid having our staff sit with guests at meal times. However, guides or staff can sit with guests on special request. We have provided for ample time, during the day and in the early evening, for guests to spend quality time with their guide.







### 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 when handed back).

# Will guides wear masks or face shields? If so, how will guests be able to hear what they have to say when they are sitting on the back of the vehicle?

Yes, all guides will wear a mask or an alternative and suitable replacement.

## Will the guide allow guests to get off the vehicle to look at tracks? If so, how will this be done?

Yes, any guest wishing to alight from the vehicle will be able to do so at any time, under the watch of the guide and / or tracker. Guests wearing suitable face protection can get off the vehicle in groups if necessary.

## Community visits will inevitably be limited or restricted – any ideas on how to adapt these meaningful exchanges?

As the rural communities surrounding our lodges are extremely vulnerable, we will be working very closely with community leaders. Certain community activities have re-commenced but are subject to strict protocols and are dependent on different lockdown restrictions.

Guests at &Beyond lodges will still be able to support the local communities through making a donation to Africa Foundation or by enquiring about the possibility of buying locally produced crafts online.

### 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 sanitizing 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.

Guests will be able to remove their face protection while eating and drinking. The guide and tracker will ensure that appropriate physical distancing is observed and that everyone remains more than 1.5 m (5 feet) from each other while masks are removed.

### Will the lodges continue to offer bush walks?

Yes, bush walks will continue to be part of the guest experience at those lodges where they were previously available. Guests taking part in these will be required to wear face protection.

#### Will private vehicles be available?

Yes, private vehicles will continue to be offered at those lodges where they were previously available at the same rates.





### How will children be managed at the lodges?

Children will continue to be welcome at most  $\delta$ Beyond lodges and camps. They will be welcomed and entertained with the same warm hospitality as before, with the simple addition of being required to wear masks and wash their hands regularly. The  $\delta$ Beyond staff will be on hand to assist parents in the implementation of these requirements.

### Will the WILDchild program be affected in any way?

Our WILDchild program will continue to run as before while adhering to the requirements outlined above.



How will the measures that you are taking in relation to Covid-19 tie in to &Beyond's ethos of sustainable, responsible travel? Are you taking care to ensure that the products you are using for sanitising are environmentally friendly and sustainable?

The lodges in each region where we operate have sourced their own sanitisers to keep transportation to the minimum and thus ensure that we are keeping our carbon footprint as low as possible. However, all the sanitising products have been screened and approved to ensure that they are sustainable and as environmentally friendly as possible while meeting our stringent safety requirements.

Where in-room amenities need to be replaced with other options that are easier to disinfect, are you taking steps to ensure that these replacements are sustainable?

Sustainability is a part of each decision that we make at the lodges and in every part of our business. This means that we keep it top of mind when looking at any changes that we need to make at our lodges. For example, we have replaced the paper pens previously available in guest rooms with alternatives made out of cork, which can be sterilised.

## What are you doing to limit the use of disposable masks and gloves throughout your business?

All &Beyond staff will be wearing face protection that can be washed or otherwise sanitised and safely reused instead of single-use masks. We have also made the decision not to use plastic gloves but to instead focus on training staff to sanitise their hands regularly. Not only is this approach more environmentally friendly but research has indicated that it is more safe than using gloves.

We are constantly re-evaluating and keeping a lookout for more new and more innovative products to use throughout our business.

