



## COVID-19 SAFETY PROTOCOLS

### STANDARD OPERATING PROCEDURES (SOPs)

**Short version: wear mask, wash hands, keep distance, bring a pen!**

1. Please observe the SOPs to help reduce the spread of COVID-19. If any are not clear, please ask.
2. The onus is on you to protect yourself.
3. You are required to observe all Government of Uganda SOPs. Should these be revised during your visit and affect your itinerary you must comply and Venture Uganda will not be liable for any changes to your itinerary or activities missed.
4. Venture Uganda Travel reserves the right to terminate a client's holiday at any point if they feel the clients are not complying with these SOPs and are therefore a danger to themselves and others.
5. Should you have any concerns or feel anxious or unsafe at any point, please talk to your guide or Venture Uganda staff.

Risks	SOPs and further advice
<p><b>Arrival at Entebbe International airport:</b>            Interaction and crowding.            Form filling.            Transfer of documents/cash.            Collecting baggage/using trolley.            Using airport toilets.            Problems such as lost baggage.            Failure to meet your guide (unlikely).</p>	<p><b><i>Note: Apply &amp; pay for visa online before departure. Clients should bring their own personal protective equipment e.g. masks, gloves, sanitizer, wipes.</i></b></p> <ul style="list-style-type: none"> <li>• Keep distance of 2m between people. Avoid physical contact with others.</li> <li>• Wear mask &amp;/or visor (face guard) &amp; gloves.</li> <li>• Avoid touching your face</li> <li>• Bring your own pens.</li> <li>• Carry sanitizer &amp; wipes in your hand luggage.</li> <li>• Show documents on your phone where possible.</li> <li>• If necessary, use your own phone to call your guide or Venture Uganda (save these numbers before travelling).</li> </ul>

<p><b>Throughout your safari</b> Interaction and crowding. Touching shared places and equipment.</p>	<ul style="list-style-type: none"> <li>• Wear mask and avoid touching your face.</li> <li>• Wash/sanitize hands frequently.</li> <li>• Clients &amp; guides must take their temperature before entering the vehicle daily. Anyone with a temperature over 37.90c or presenting with symptoms associated with Covid-19 will be isolated and must report to the authorities for medical check-up.</li> <li>• Maintain distance and avoid physical contact with others.</li> <li>• Do not share phones to take photos or headphones.</li> <li>• Sanitize your hands as necessary.</li> <li>• Wash your hands before and after using the first aid kit. Wipe the box with sanitizer.</li> <li>• Avoid littering - keep rubbish in the vehicle. Your guide will dispose of it.</li> </ul>
<p><b>Meeting your guide:</b> Handshaking. Handling luggage</p>	<ul style="list-style-type: none"> <li>• Greet by waving – no hand shaking or physical contact.</li> <li>• Guide to sanitize baggage handles.</li> <li>• Clients and guides wash/sanitize hands before entering vehicle.</li> </ul>
<p><b>In your vehicle</b> Touching surfaces and equipment e.g. fridge, information pack. Using A/C. Carrying passengers.</p>	<ul style="list-style-type: none"> <li>• Each client will receive a personal water bottle to refill.</li> <li>• Air-conditioning will not be used as standard as it circulates air.</li> <li>• Vehicles will carry fewer clients than normal.</li> <li>• All information packs will be wiped with sanitizer upon leaving office.</li> <li>• The vehicle will be cleaned daily.</li> <li>• All picnic items will be washed daily, if used.</li> <li>• Internet will be available most of the time in the vehicle (as well as in hotels) so clients can get updates on Covid-19 worldwide and stay in touch with family/friends.</li> </ul>
<p><b>At hotels</b> Crowding. Touching shared forms and pens at check-in. Making payments. Using shared facilities like swimming pools.</p>	<ul style="list-style-type: none"> <li>• Follow hotel SOPs. These will be explained during briefings. Please be patient if this becomes repetitive – these protocols are to keep everyone safe.</li> <li>• Hotels have additional cleaning procedures in place.</li> <li>• Greet by waving</li> <li>• Hotel staff will carry your bags but sanitize handles before you touch them.</li> <li>• Reception staff should complete registration forms. Clients should sign using their own pen. Phone contacts will be required for tracing purposes. Keys should be sanitized.</li> <li>• Hotels will have distancing measures in place in restaurant, bar &amp; common areas or you can request to eat in your room, where possible.</li> <li>• Wash/sanitise your hands upon entering or leaving common areas.</li> </ul>

	<ul style="list-style-type: none"> <li>• Make contactless payments if possible. Wash hands before and after exchanging money or using credit cards.</li> <li>• Observe SOPs stipulated in and around pools.</li> </ul>
<p><b>During activities</b> Crowding. Carrying infections into protected areas.</p>	<ul style="list-style-type: none"> <li>• You may be required to exit your vehicle, wash your hands and step in disinfectant at the entrance to activity locations, especially national parks.</li> <li>• Groups numbers may be restricted during any activity.</li> <li>• During community activities keep distance and wear a mask</li> </ul>
<p><b>Departure</b> Delays. Crowding. Handling baggage.</p>	<ul style="list-style-type: none"> <li>• Check-in 4 hours before departure in case additional safety measures cause delays.</li> <li>• Carry your own baggage where possible and wipe/sanitize if someone else has touched your bags.</li> </ul>
<p><b>Guides</b> Illness. Interaction such as greeting you and others or sharing cameras etc. – see above</p>	<ul style="list-style-type: none"> <li>• Should you run out, gloves, masks, wipes, sanitizer, envelope to keep mask in and pens are all available for sale from your guide.</li> <li>• Guides will undergo Covid-19 tests (<b>currently</b> 48 hours) before each safari.</li> <li>• Guides are trained in Covid-19 safety protocols and carry emergency contacts.</li> <li>• Guides will include information about Covid-19 safety protocols in their client briefing.</li> <li>• Take temperature daily (as above).</li> <li>• Follow SOPs during safari including at accommodation and while off-duty.</li> <li>• Guides will not allow anyone (e.g. park ranger) inside the vehicle unless they have observed SOPs</li> <li>• Should your guide become ill, you and your guide will be isolated and tested in line with Government of Uganda requirements. Venture Uganda will not be liable for any disruption to your itinerary. If applicable, Venture Uganda will send a replacement guide as soon as possible to enable you to continue your holiday.</li> <li>• Guides will log Covid-19 related incidences and the actions and measures implemented.</li> </ul>

*Thank you for your cooperation. Stay alert. Stay safe.*