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Our home, your favorite destination

Preparation of Covid-19 general Business Standards

Unique Tours & Safaris is committed in creating safe travel experiences for our guest's and agents peace of mind.

- Unique Tours & Safaris is adhering to 100% to the guidelines and national regulations of the WHO, NTB (Namibia Tourism Board) TAN (Tourguide Association of Namibia) TASA (Tour and Safari Association of Namibia) as well as our government.
- All our guides used for guided trips have undergone a Covid 19 related training and will share their knowledge and the appropriate safety measures with their passengers
- All guides joining our guests on a guided tour will adhere to the following measures:
 - o A washable linen/cloth facemask covering mouth and nose at all times
 - o Disposable gloves to handle luggage before sanitizing
 - o Hand sanitizers for the guests before embarkment into the vehicle
 - o Daily sanitizing of all seats and surfaces that get in contact with the guests
- All gloves, masks etc. shall be regarded medical waste and will be disposed accordingly
- Contacting surfaces will be sanitized all through the day on regular basis

Covid-19 booking requirements: guests information to travel as a guideline should include the following:

- Doctor's COVID-19 clearance certificate / note (required)
- Health conditions, chronic and other conditions and medication
- Symptoms prior to 30 days
- COVID-19 history if any
- Recent travel history - 30 days
- Contact numbers and names of next of kin in case of emergency
- Travel insurance covering costs in case of an infection with COVID-19 (compulsory)
- Social distancing on arrival and departure to Namibia (even if it is how hard to maintain)

All accommodation and sub hired operators will adhere to the COVID-19 protocol and guidelines

Protocol measures adhered to during the trip

- Air condition or air circulation system shall be sanitized after every trip
- Seats marked meant for seating
- No seat rotation during the trip
- Structured boarding and disembarking of the vehicle
 - o Boarding from back to front
 - o Disembarking from front to back
- Thermal scanning done on a daily basis and on arrival of a each site
 - o Thermal scanning when entering a restaurant, accommodation is compulsory as per government gazette
 - o Thermal scanning on departure of accommodation compulsory as per government gazette
- Luggage sanitizing on each embarkment
- Facial masks are required by all passengers plus guide every day throughout the day

Banking Details:
Bank Windhoek
Swakopmund

Namibian banks do not operate with IBAN

Branch Code: 481772
ACC No. 3000628495
Swift: BWLINANX



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After each trip the vehicle will undergo a full sanitizing process:

- Handles in and outside the vehicle
- Seatbelts
- Back of seats
- Windows
- Overhead safety handles

On board cooler box shall be used only with dispensable gloves which shall be disposed right after use

General staff standards

- Drivers / guides shall sanitize their hands after every contact with guests
- Driver / guides shall discourage unprotected handshakes between them and the guests

Meals

- Seating requirements as per national regulations shall be adhered to
- Keeping social distancing
- Wearing disposable gloves when taking the menu from the waiter for additional protection

Waste removal

- Guests shall dispose their own waste at the end of each day
- Guide will remind guests of same after every day and will supply a waste bag which shall be disposed afterwards

Luggage handling

- Guests carry their own luggage
- Porters are available on request and shall be dressed in their required protective equipment
- Luggage handles shall be cleaned prior to and after the handling of luggage by a porter / guest

Road stops

- A limited amount of stops shall be made during the day, preferably where there is a small amount of people
- Vehicle will be parked in the sun wherever possible

Binoculars should not be shared between guests and should be wiped after use.

Avoid missing of groups in the accommodation to prevent infection

Possible Symptoms if infected

- Fever
- Dry cough
- Fatigue
- Coughing up slime (producing sputum in the lungs)
- Shortness of breath

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- Sore throat
- Headache
- Muscle or joint ache or pain
- Body chills

According to the WHO, in more than 80% of the cases fever is the most typical symptom. This is followed by a dry cough, fatigue, producing sputum and shortness of breath

In the event that symptoms are noted the guest should be taken to a near by doctor for a test. During the time that the result is expected the guest shall be self quarantined at own costs. Should the test result be positive the quarantine will be extended to 7 days, at own costs. The tour will continue for the other guess but there shall be a contact person to supply assistance.

Any vehicle used to transport the patient shall be dep cleaned before embarkment of the other guests.

Unique Tours & Safaris shall be informed over the incident so that measures can be taken to inform previous accommodation and locations visited.

All other guests shall be closely monitored

*As you can see we do all in our might to give you a safe journey through our beloved home country.
We look forward to welcome you in near future.*

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