



Atua Enkop Africa Luxury Camps (Samburu, Maasai Mara & Lake Nakuru)
Central Reservations Office #166 Shanzu Rd. Off Lower Kabete Rd. Spring Valley - Westlands
P.O. BOX 42475 - 00100 Nairobi Tel:+254 702 692 648 /+254 704 418 651 Mobile:+254 722 806 794
[Fwww.atua-enkop.com](http://www.atua-enkop.com)

COVID 19 PROTOCOLS.

Reception

1.Information and communication

Reception staff brief all arriving guests to wash their hands, sanitize, use face masks and practice social distancing.

2. Necessary equipment and medical kit at the reception desk

The reception desk have kit that includes the following items:

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks
- Gloves (disposable)
- Protective apron (disposable)
- Biohazard disposable waste bag

3.Social distancing measures, hand cleaning, and respiratory hygiene

Social distancing measures, together with frequent hand hygiene and respiratory etiquette, are encouraged as the main measures to prevent transmission of COVID-19.

Staff are encouraged to practice respiratory etiquette i.e. covering mouth and nose with bent elbow or tissue when coughing or sneezing and disposing used tissue immediately in a bin with a lid.

4.Monitoring of guests who are possibly ill

While observing regulations in relation to the protection of personal data and the right to privacy, the camp also monitors potentially ill guests in the establishment.

Technical and maintenance services

1.Water disinfection

Disinfectant in water in pool is carried out within the limits recommended according to international norms and standards, we prefer the upper limits of the range.

2.Dishwashing and laundry equipment

Correct dosage of cleaning and disinfecting chemicals are used.

3.Dispensers

Regular checks are carried out to ensure the proper functioning of:

- soap and sanitizer solution dispensers.



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- hand dryers
- disposable tissue dispensers
- other similar devices.

Restaurants and bar

1.Information and communication

Restaurants and bar staff are trained to perform personal hygiene (frequent regular handwashing, cough hygiene) as strictly as possible.

2.Buffets

The camps have stopped the use of buffet service.

3.Washing dishes, cutlery and table linen

All dishes, cutlery and glassware are washed and disinfected after use. Likewise, tablecloths and napkins are washed in the perscribed manner.

4.Table setting

Tables are arranged so that the distance from the back of one chair to the back of another chair shall is more than 1m apart and that guests face each other from a distance of at least 1m.

5. Kitchen

Enhanced cleaning is carried out in the Kitchen and all staff have face shields and disposable gloves. Special care is taken in the preparation and service of food to ensure no possibility of contamination

Cleaning and housekeeping

1.Cleaning and disinfection

Enhanced hygiene services are in place in the cleaning of guest rooms and disinfection measures in common areas (restrooms etc.) as a general preventive measure during the entire COVID-19 epidemic.

2.Monitoring of sick guests

Housekeeping and cleaning staff are trained to inform the management or the reception desk of possibly sick guests in their rooms.

3.Availability of materials

Cleaning staff are trained in the use of personal protection equipment as listed below:

- a) Gloves-Disposable gowns
- b) Shoe covers
- c) Facial protection with a face shield and impermeable aprons.



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d) They also have access to sufficient disinfectant solutions and other supplies.