

Chibuli Guides and Tours – Trading as Flatdogs Camp.
PO Box 125, Plot 8755A, Mfuwe, Eastern Province, Zambia.
Company Registration No. 20642 VAT Registration No. 10157044-13

PEACE OF MIND COVID-19 SAFETY POLICY AT FLATDOGS CAMP

Flatdogs Camp has taken the following preventative & protective measures in order to safe guard our staff and all guests arriving at the camp, to give us all Peace of Mind.

We have appointed a Covid-19 Health & Safety Officer to take charge of all staff & guest welfare and to ensure that all protocols are strictly followed. Daily temperature screening of staff is being undertaken and new guests will have their temperatures scanned on arrival at camp. Should anyone arrive by road with a temperature higher than 37.4, or Covid-19 symptoms, we can isolate them in a special room which has been inspected by the Health Department and confirmed as fit for purpose where they can recover, or depart for home, whichever they prefer to do. We will expect all guests to arrive with their own face masks in line with Government recommendations but can provide locally made face masks in case of loss.

Staff coming into contact with guests have been issued with Personal Protective Equipment and all staff will wear face masks when in public areas. All transfer vehicles for both guests and staff will be thoroughly disinfected before and after every transfer.

RESTAURANT:

Enhanced hygiene protocols have been introduced in the restaurant kitchen including regular disinfectant of all surfaces, regular hand washing with soap and all food and beverage deliveries will be thoroughly cleansed on arrival.

All meals and snacks will be plated for guest safety including the early breakfast available before safaris which used to have a buffet option. All hot drinks will be individually served rather than guests being able to help themselves.

Private dining – guests will be able to dine privately a safe distance from others, as each table is more than 2m from the next.

Waiters will wear personal protective clothing for every contact with guests.

ACCOMMODATION:

All accommodations are comfortably spaced apart so social distancing regulations are easily observed. Family units allow for families to remain together in their own accommodations with no need for any interactions with other guests. The house-keeping teams have been given enhanced daily cleaning protocols and all surfaces, handles and linens will be thoroughly disinfected before each guest arrival and the surfaces and handles of all accommodations will be disinfected twice daily.

Hand sanitizers will be available for guests in every accommodation.

SAFARIS

A maximum of six guests only will be allowed per safari in order to maintain social distancing requirements and all safari guides will wear a face mask. Safari vehicles will be disinfected before and after each activity. Hand sanitizer will be available for use on all activities.

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GUEST WELLNESS

We have a Doctor on call 24/7 in case of emergency or suspected Covid-19 case. The Doctor will liaise with our health partners in order to comply with local health regulations in the case of a suspected Covid-19 case.