

SHAMBALA PRIVATE GAME RESERVE
COVID-19 PROTOCOL

The health of our guests, travel partners and colleagues
is of utmost importance to us.

Please see the following measures we are putting in place to keep you,
our valuable guest, safe when you next visit us.



S H A M B A L A
PRIVATE GAME RESERVE

ZULU CAMP AND NELSON MANDELA VILLA

WATERBERG

OUR GUESTS



TEMPERATURE SCREENING

Please be advised that all guests arriving at the reserve will need to have a temperature screening done by our team. We make use of an infra-red thermometer upon your entry to the reserve; this measure is in line with the protocol set out by the South African Government and assures you of the wellness of other guests on the reserve. Daily screening will be done for guests staying at either of our lodges.



FACE MASKS

Face masks are to be worn at all times both on and off property. Should you require assistance with a mask, please speak to your butler or ranger for assistance.



HAND SANITIZER

Please be advised that each guest will receive a bottle of hand sanitizer on arrival at the reserve. There will be various points across the property where hand sanitizer will be available for your use.



IF YOU ARE FEELING UNWELL

Should you be displaying any symptoms of COVID-19, please remain isolated in your chalet and alert our team so that we may notify the relevant healthcare providers who will be able to assist.

THE LODGE



MINI BAR

The mini bar in your chalet has been sanitized and sealed for your peace of mind. We invite you to enjoy the mini bar selection as part of your in-room inclusions.



DINING WITH US

Our dining spaces have been reconfigured to follow social distancing protocol. Please be advised that hand sanitizer will be available for your use at each outlet.



CLEANING AND SANITIZING

We have partnered with our supplier, Diversey, to assist us in our cleaning and sanitizing effort throughout our lodges, making use of their COVID-certified products and suggested cleaning and sanitizing protocols. All safari vehicles are extensively sanitized between game drives.

OUR TEAM



TRAINING

A dedicated in-house team has been developed to ensure the health and safety of our guests and colleagues on the property. They have also conducted in-depth training with all of our staff to ensure the hygiene and safety of our spaces.



TEMPERATURE SCREENING

Every staff member is screened daily in a controlled environment. We have a high temperature action plan, in the event that anyone presents a fever.



FACE MASKS

Our team will be wearing cloth face masks at all times, for your safety and theirs.



HAND HYGIENE

Our team will undergo an ongoing scheduled handwashing programme throughout the day. They will also be required to sanitise their hands regularly to maintain good hand hygiene and sanitation.



SOCIAL DISTANCING

In order to maintain a safe social distance our team will implement contactless greetings whilst offering our warm Shambala Greeting. Please be advised that masks will need to be worn by all guests on game drives and the Sunset Cruise on the Douw Steyn Dam. Hand sanitizing facilities will be available for all activities on the reserve.



S H A M B A L A

PRIVATE GAME RESERVE

ZULU CAMP AND NELSON MANDELA VILLA

WATERBERG



THE LEADING HOTELS
OF THE WORLD®

Shambala Private Game Reserve

T +27 (0) 11 292 6030

E info@shambalaprivategamereserve.co.za

www.shambalaprivategamereserve.co.za