

EZEMVELO INTRODUCES NEW HOUSEKEEPING PROTOCOLS

09 December 2021

Ezemvelo KZN Wildlife (Ezemvelo) has been forced to review its housekeeping protocols for all of its resorts. The review has necessitated the temporary introduction of new housekeeping protocols. The new protocols are an attempt to reduce the possibility of either the guests or employees contacting covid-19 within its resorts.

According to the new housekeeping protocols, the following will be applicable;

- Servicing of rooms will be done once every second day of overnighting by the same guest(s).
- All guests are requested to place any refuse outside of their chalets and it will be collected daily. All necessary social distancing protocols between staff and guests will be observed;
- Dirty towels will be collected every second day of overnighting by the same guest(s);
- Bed linen will be changed once every fourth day of overnighting by the same guest;
- After the departure of guests, thorough cleaning and disinfection of rooms including changing of both towels and sheets will be undertaken before a room is allocated to the next guest(s)

Ezemvelo took this drastic decision following the closure of the Giant's Castle Resort due to two of its staff members testing positive for Covid-19. Five other employees with covid-19 symptoms are awaiting the results. The two Covid-19 positive employees have been in repeated direct contact with all 24 employees working at the Giant's Castle Resort.

This thus necessitated that the whole staff compliment of Giant's Castle goes on self-isolation with immediate effect. The Resort has now been closed until Friday, 15th January 2021.

The Giant's Castle resort becomes the second Ezemvelo resort closed due to covid-19 related reasons. The first resort closed last week was the Hilltop resort situated inside Hluhluwe iMfolozi Park

Ezemvelo's Central Reservations have begun a process of contacting all guests booked during the affected dates. The affected guests are provided with the following options;

- Postpone their current booking to a later date, at no additional charge.

- Transfer their current booking to any of Ezemvelo resorts (preferably to our facilities around the Drakensberg region such as Didima; Royal Natal or Injisuthi, etc) or any at no additional cost;
- Request for a full refund even though this option is discouraged and may only be used as a final course of action.

Ezemvelo's Wellness team will also be informing all guests who might have had some form of direct contact with the affected employees during their stay at the Resort.

For further information regarding your booking, please contact our Central Reservation on 033 845 1000 during official working hours or through an email at bookings@kznwildlife.com. Alternatively, you may contact Giant's Castle Resort Manager, Ms. Nozipho Sibeko on 079 497 4222.

Kind Regards

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