



DREAM
HOTELS & RESORTS

STAYSAFE PROTOCOLS

WHAT WE ARE DOING TO KEEP OUR GUESTS & STAFF SAFE



GOOD HYGIENE & CLEAN HANDS

Our staff have been trained on best hygiene practices and are still encouraged to wash their hands for at least 20 seconds or make use of sanitiser when a sink is not available.



MASKS & RECEPTION SCREENS

Mask wearing is still mandatory. Previously installed screens in reception areas will remain and reception desk areas will still be wiped down at regular intervals.



SANITISING STATIONS

Hand sanitiser will be made available to guests throughout all our resorts along with dedicated sanitation stations.



ACTIVITIES & GAME DRIVES

We will ensure that all equipment utilised during resort activities is sanitised accordingly.



TEMPERATURE SCREENING

Staff will be tested regularly with a forehead thermometer at all our resorts and screening is available to guests on request.



ROOM RECOVERY PROTOCOL

In the event of a presumptive case of a communicable disease, the affected guest room shall not be returned to service until undergoing enhanced cleaning and disinfection.



LUGGAGE HANDLING

Although not part of our usual norms, guests will have the option to handle their own luggage. Depending on the property, luggage can also be placed on a porter trolley by guests and offloaded by them in the room to minimise touchpoints.



EMERGENCY MEDICAL PROCEDURES & PARTNERS

A clear procedure has been defined with our local medical emergency partners, which provide 24hr emergency assistance at each of our properties on what to do in the event of a medical emergency.

