



# COVID-19 PREPARATIONS

WHEN THE TIME IS RIGHT FOR YOU, **WE WILL BE READY**

*“We’d like to make you aware that we are actively planning for our safe reopening. Rovos Rail has always emphasised health and safety and a high standard of cleanliness for our guests and team members. Rest assured we are fully committed to provide a safe environment that aligns with current protocols. We look forward to welcoming you onboard when the time is right for you.”*

## MESSAGE



ROHAN VOS CEO OF ROVOS RAIL

## OUR APPROACH

It is of utmost importance that you feel **confident and encouraged to travel**. Putting ourselves in your shoes and diligently following the guidelines of worldwide authorities ensures every preventative and supportive measure is taken to **protect you** while you **enjoy timeless experiences** with us. We will continue to provide and maintain a safe and **hygienic environment** for our guests and employees along with several **new expert protocols**. Our recently formed **Safety Council**, whose duty it is to uphold these protocols on site and on board, includes: the Chief Operating Officer; Safety Manager; an infectious disease specialist; a Health & Safety consultant; an onboard doctor/nurse and key heads of department involved in Food & Beverage and any housekeeping.



## CURRENT & FUTURE BOOKINGS

In order to accommodate the varying worldwide travel restrictions, which we are monitoring closely, we have introduced special Covid-19 terms ([found here](#)) offering postponements or full refunds. We are acutely aware of the difficulties our clients are facing hence our drastically reduced terms, which have been meticulously curated to support our industry colleagues, our guests and our team.



DEPARTURE & ARRIVAL LOUNGES			ON BOARD		
DEPARTURE & ARRIVAL LOUNGES	<b>SCREEN</b> DAILY THERMOMETER TEST FOR GUESTS & STAFF & QUESTIONNAIRE FOR GUESTS ON ARRIVAL 	<b>DEEP CLEAN</b> CONSISTENTLY DEEP CLEAN ALL AREAS & DAILY FOGGING (HOSPITAL-GRADE DISINFECTANT & SPRAYERS) 	<b>SANITISATION</b> DISPENSERS IN ALL PUBLIC AREAS 	<b>STAGGER MEAL TIMES &amp; INDIVIDUALLY PLATE</b> ALL MEALS 	ON BOARD
	<b>SANITISE LUGGAGE</b> 	<b>CLEARLY INDICATE SAFE DISTANCING</b> 	<b>HYGIENE</b> DISINFECTANT WIPES IN ALL SUITES 	<b>AFFIRM ALL PRECAUTIONS TAKEN TO PROTECT GUESTS &amp; STAFF ON EXCURSIONS</b> 	
	<b>STAGGER CHECK-IN TIMES</b> 	<b>GUESTS &amp; STAFF TO WEAR MASKS</b> 	<b>ROOM SERVICE 24/7</b> 	<b>SUPPORT &amp; EDUCATE OUR STAFF</b> <b>SETUP ISOLATION PROCEDURES</b> <b>HAVE DOCTORS ON CALL</b> <b>MAINTAIN &amp; IMPLEMENT EMERGENCY PROTOCOLS</b> 	SUPPORT

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