

## Hygiene Concept and additional protective measures for responsible travelling during the pandemic

With this Hygiene Concept, we like to inform you about the 'new' reality of travelling, the fact that nose-mouth-masks are mandatory during certain processes of your journey and that appropriate additional hygiene measures need to be followed. This information should also give you reassurance, that our partners on the ground have taken preventive measures in line with WHO recommendations to ensure your safety and wellbeing whilst travelling.

To inform about important regulations for re-entry into Germany and Switzerland, we have prepared our separate document **Important Travel Information**. Please make sure, you read the document Important Travel Information in addition to this Hygiene Concept.

Important country specific requirements for entry to your destination country would be provided separately together with our proposal for your individual journey. Please therefore note, that these country specific requirements are important as a supplementary information to this Hygiene Concept and to our Important Travel Information. Kindly note, that all information is always given to the best of our knowledge and is subject to change at any time and on very short notice.

### Obligatory certified negative PCR Test result on entry into the country of destination

For entry into our destination countries all travellers are required, to present a valid certified negative Covid-19 PCR Test Result from an approved laboratory. The test must usually be taken within 72h before entry into the destination country, it must be certified and in English language. Detailed information on this is provided with our proposal or travel documents for your project.

Currently, for entry into most of our destination countries, there is usually no difference being made as to whether travellers are vaccinated or have recovered. The mandatory PCR test for entry into the country usually applies to all travellers in our destination countries.

### Prior to your flight

Make sure you only travel in good health condition. We recommend carrying spare masks and hand disinfection in your hand luggage.

### At the Airport

Please always comply with the hygiene regulations for disinfecting your hands as well as the sneezing and coughing etiquette. Please observe the floor markings and redesigned waiting areas, to keep as much distance as possible. As keeping a distance may not be possible in every situation, it usually is mandatory to wear a nose-mouth-mask throughout the airport. Plan your arrival at the airport earlier than usual, as the additional measures as well as the boarding would require more time for these procedures.

Since 01.02.2021 it is mandatory at all German Airports to wear a FFP2 or approved surgical mask.

### On board of the aircraft

The paper of the German Aviation Industry Association (BDL) states: "The cabin air in our aircraft is cleaned with high-performance filters: HEPA filters reliably remove viruses, bacteria, fungi and dust from the cabin air. The air on board is completely replaced every three minutes. The airflow in the aircraft flows vertically from top to bottom, not horizontally." This information can be found at the following link: <https://www.bdl.aero/wp-content/uploads/2020/06/Anhang-2-Vorsichts-und-Schutzma%C3%9Fnahmen.pdf>

Despite this effective and regular cleaning, most airlines have made the wearing of a nose-mouth-mask compulsory in their General Conditions of Carriage. In the Lufthansa press release of 02.06.2020, for example, it says: "To protect the health of all persons on board, you are obliged to wear a nose-mouth-mask during boarding, during the flight and when leaving the aircraft. This obligation does not apply to children up to the age of six years or to persons who are demonstrably unable to wear a mask for health reasons or because of a disability. The mask may be temporarily removed for consumption of

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beverages and food on board, for communication with deaf persons, for identification purposes and for other necessary activities incompatible with the wearing of a mouth and nose protector." Onboard service may be reduced to the bare essentials if necessary. No open meals and drinks are served.

On flights with Qatar Airways for example, it is compulsory to carry a mask and additionally a vizier. The vizier is provided by Qatar Airways at check-in.

Some airlines, such as KLM and Air France, require the wearing of an approved surgical mask during the flight. This does also apply for some domestic airlines, for example Safarilink in Kenya.

Since 01.02.2021 it is mandatory on all flights of the LH Group to wear a FFP2 or approved surgical mask. We therefore recommend, you also carry enough spare ones in your hand luggage.

On our website, we have listed on the very bottom of this [link](#) selected airlines with their links, which provide information on their safety concepts for safe flying during the pandemic.

### On arrival in your destination country

Please note that at the airports in our destination countries, appropriate hygiene measures are usually taken to protect the health of all employees and travellers. These measures vary slightly from country to country. At the airports in our destination countries, there are usually disinfectant dispensers and distance markings. Health forms may be required to be filled and temperature screenings may be taken on entry. If an increased temperature or fever is detected, it is to be expected that further medical examinations would be ordered by the authorities. We strongly recommend that you only travel in a healthy condition.

We like you to be aware, that in our destination countries wearing masks in public places is usually mandatory.

### Transfers on site

The drivers of our local partner agencies are usually regularly tested before their assignments. Transfer vehicles are aired after each use and disinfected at the most important contact points such as door and seatbelt handles. During the welcome and during transfers it is usually obligatory to wear a nose-mouth-mask. Before entering accommodation, airports or tourist facilities, body temperatures may be measured.

### Domestic flights

During domestic flights, airlines usually require passengers to wear a nose-mouth-mask during the entire flight. Sports aircraft are usually disinfected from the inside after each flight. All passengers are usually also required to disinfect their hands before boarding. Depending on the airport there may be temperature screenings before and after the flights.

Whilst it already is mandatory on the domestic flights with Safarilink in Kenya to wear an approved surgical mask during the flight, we do recommend you also wear a surgical mask for all your domestic and regional flights.

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## In the properties

The maximum guest capacity would be reduced at most properties to limit social contacts as much as possible. On arrival, luggage is usually carefully disinfected on the handles. Surfaces and equipment in public areas that can be touched are usually also regularly disinfected and cleaned. Hand disinfectants are usually available to guests in their rooms, in common areas and on the safari vehicles. To ensure everyone's health, body temperature is usually checked once a day to both, guests and staff, depending on the accommodation. Service personnel are usually required to wear a nose-mouth-mask. Guests are usually asked to also do so, when moving around in closed public areas of the properties. Wherever possible, guests are usually assigned a service person for the entire stay, the same applies to housekeeping staff as well as the guide. Staff returning to their place of work are usually carefully checked and remain in isolated locations until they are deemed ready to interact with guests at a distance.

Due to official regulations, it is possible, that services may not be provided in full, and restrictions may apply, such as limited use of a wellness area, swimming pool or gym for example.

## On Safari

Most properties usually occupy their safari vehicles with a maximum of four people wherever possible for the time being. Safari vehicles are usually regularly disinfected. As the safari excursions from the camps are usually carried out in open safari vehicles, the guides wear a nose-mouth-mask, if requested by the guests or if the minimum distance between the driver and the first row of the vehicle is not generous enough. In most camps, guests are usually not allowed at current to use the passenger seat next to the driver on the open safari vehicle.

On road safaris with a closed safari vehicle, such as in Tanzania, Rwanda or Uganda as well as for any airport transfers, it usually is also compulsory to wear a nose-mouth-mask. Even if it may not be compulsory at the time of travel, we recommend protection by a nose-mouth-mask in closed vehicles for your own protection. The drivers of our local partner agencies are usually obliged to measure the temperatures of their travellers and themselves on safaris lasting several days.

One activity that is usually at current not carried out for obvious reasons is visiting local village communities, for example in Tanzania, to gain a small insight into the life of the Maasai, Datoga or Hadzabe Tribes. These activities are usually optional and are subject to a supplement cost anyway. Naturally, it is still possible to exchange in theory on these subjects and of course any support to assist community projects in place is much appreciated.

## Restaurants

In the restaurants, tables are usually apart. The number of people per table is usually also limited, so that distance can also be considered here. To meet the hygiene standards, buffets are usually not being used for the time being. Meals are usually prepared and served individually under strictly controlled conditions. The employees usually have the necessary protective materials at their disposal during preparation. Service personnel are usually required to wear a nose-mouth-mask.

## General

Due to the regulations of individual properties and the general recommendation to have as few common points of contact as possible when travelling, many suppliers require to receive copies of the guest's passports in advance, so that the properties no longer need to scan those at check-in. Therefore, we kindly ask you to send us your passports in advance as a pdf. We would then make these available to our local partner agency, which in turn would send those to the reservation teams of the respective properties. By sending us a copy of your passport, you agree that we pass on your passport copy to our local partner agency for the above-mentioned purposes.

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## Emergency plan

The teams of the properties in our destinations are usually briefed by a medical doctor on the most important hygiene practices to implement those accordingly. If a suspected case would be confirmed, a doctor would be contacted to provide further care and assist with transport to a professional environment. Lodges usually have medical emergency partners within reach who determine and guide the further procedure in case of a suspected case.

We have always taken out a temporary membership with Amref Flying Doctors respectively with Flying Doctors Society for initial care of our clients and their travels in Eastern Africa. There are similar models in Southern Africa, where our clients are usually 'automatically' covered by their safari accommodation. However, this cover does not replace a medical health insurance for abroad.

A concern for travel to Africa may be that local medical care may not be available as we are used to in Germany or Europe. An ADAC Foreign Health Insurance Premium with a Plus membership would currently also apply in case of a sudden case of Corona in our destination countries and, in case of medical necessity certified by the ADAC medical team, would allow a return transport. You find detailed information on this in the ADAC insurance conditions. A similar organisation to ADAC in Germany would be TCS in Switzerland and should you be a resident of Switzerland, you may like to check their policies accordingly or naturally speak to your travel agent.

Some of our destination countries require the proof of an existing international health insurance policy for entry into the country. This is usually already checked during the check-in. The insurance companies usually issue a letter in English on request, confirming the proof of such an insurance cover.

Currently, travellers who would be tested positive for Corona during their travels and have a complication-free course of Corona may usually be quarantined in the accommodation of their choice in most of our destination countries and would be cared for by a trained person from the service with appropriate requirements, depending on the government regulations in the respective country. The costs of a quarantine are to be paid by the travellers themselves. There are now so-called Corona Insurances and we do recommend you have such an insurance cover for your journey, which your travel agent may be able to assist with.

## Medical Health Insurance for abroad

Please also check your existing medical health insurance for abroad for you and your fellow travellers to the extent that it would provide necessary repatriation in the event of a Corona infection diagnosed on site, if this was deemed necessary from a medical point of view. Adjust your insurance cover if necessary.

Please also check that your medical health insurance for abroad also covers, if you travel to a destination for which your home country has a Covid-19 related Travel Warning in place.

For entry into some of our destination countries, the proof of a valid medical travel insurance must be provided. For this proof, the insurance companies usually issue a confirmation letter written in English upon request.

## Package Tour

Please note that the package tour you have booked with us, does also mean, that we would naturally assist you, if for example, you would need to return earlier than originally planned due to unforeseen circumstances. As always, you would receive a 24-hour emergency number with your travel documents from our respective long-standing local partner agency as well as from us. Both 24-hour emergency numbers are manned by a person, not a computer or call centre.

We have been working in all our destinations with privately run and mostly small partner agencies for many years, professionally and reliably. This also means for you that you can be sure that your journey is perfectly organised on the one hand and on the other hand that you have a professional contact person in case something really needs to be reorganised with the current situation.

## Flexibility

Thanks to the good networking with our local partners, we quickly learn when changes occur on site. We always aim to react flexible and solution-oriented, keeping the priority of the health protection of our customers as well as our colleagues on site.

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Of course, we do our utmost to provide you with all information as quickly and transparently as possible, before the journey through us and if necessary whilst on tour, through the teams of our local partner agencies.

Nevertheless, we recommend that you also regularly check the website of the Ministry of Foreign Affairs in your home country about any possible restrictions in your destination country and for re-entry into your home country.

Please also carefully attend to any possible email from your airline during your travels to be able to react quickly on possible short notice changes.

### Additional recommendations to protect yourself when travelling

Check in online, whenever possible.

Only touch door handles, swing doors and elevator buttons with your forearm.

A contactless greeting with a 'Namaste' and smile is international, respectful and friendly.

Have replacement nose-mouth-masks in your hand luggage.

Also helpful in hand luggage are your own disinfectant liquid, disinfection towels and refreshing throat lozenges.

Take your own reusable drinking bottle for your travels and possibly a little cleansing liquid for the same.

Avoid small rooms and common areas.

Do not exchange equipment such as binoculars, cameras and mobile phones.

### Personal travel experiences in Africa during the pandemic

We personally travelled to Tanzania in August 2020 to get a first-hand impression of the additional protective measures that are implemented by our selected local partners and to be able to provide you with first-hand information as a responsible tour operator. My conclusion from this journey is, that the additional measures of our selected partners are being implemented in an exemplary manner and that we can offer journeys for our customers to our selected local partners with a good conscience. Distance regulations on safari and on the beach in Africa can hardly be better implemented anywhere else in the world at present. It is the time to experience a safari with only very few other travellers. The sensational wildlife observations in the Serengeti for example are only some of the absolute highlights, which you could experience in a very exclusive way. You find our detailed [Tanzania Travel Report](#) on this journey on our website.

In March/April 2021, we personally travelled to Namibia to get our own picture on the ground. My conclusion from this trip is that it is and remains relevant to travel responsibly and to comply with additional protection measures, especially also to sustainably support a slow re-launch of tourism as a traveller. At the same time, responsible travel makes an extremely important contribution so that safari tourism, as one of the most important economic sectors in our destinations, can also flourish again bit by bit in our destination countries in Southern and Eastern Africa. This, in turn, provides tourism in developing countries with all-too-important prospects, which can then be passed on to employees and thus to the people in the destinations. They, too, need courage and confidence again. You can find our detailed [Namibia Travel Report](#) on our website, in German language only due to time constraints, however there are translating tools, should you be interested to read it.

My conclusion from our journey in Botswana in May 2021 is, that travelling is a matter of trust. With our experiences during the two weeks safari in Botswana, we have full trust and confidence in our selected local partners to operate your travels to Botswana, even on short notice. All our local partners, that I personally experienced during our journey in Botswana are fully aware of their responsibility and implement the additional protection measures in the interest of the health of their guests and staff in an exemplary manner. In addition to these measures, we like to remind, that safaris take place outdoor and so do most of the meals. Tented accommodation often has large windows out of strong mosquito netting so that constant air exchange is given and the safari properties with an average of 8 rooms are small, so that keeping a distance is easy. You find our detailed [Botswana Travel Report](#) on our website.

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## Feedback from our clients and travel agencies related to extra hygiene measures in Africa

"I would always organise travel projects with Bush Legends again during the pandemic. The care BEFORE, DURING and AFTER the journey of my valuable clients was highly professional at any time. All hygiene protocols were thoroughly checked. We felt very comfortable with our clients at ANY time."

"In summer 2020 we travelled to Tanzania and had a wonderful journey. We could relax, as our guides and the accommodation implemented the additional hygiene measures in an exemplary way. As always, all the accommodation were perfectly chosen by Bush Legends. It was one of the best holidays I have ever had, despite the current Corona situation. I felt safe at all times! Thank you so much!"

Repeat clients commented after their Tanzania journey in February 2021 "Our hope was of course that everyone would adhere to the hygiene protocols as much as possible. Our expectations were also exceeded on this regard. Our holiday was excellent, our safari successful, our accommodation great and the staff extremely friendly. We never felt uncomfortable in any situation during our journey."

The following client feedback was given from one of our long-standing travel agency partners in Switzerland for a beautiful safari in Tanzania in February 2021: "Everything was great. They saw thousands of animals including leopard. Chem Chem and Singita were paradise as per their words. Thanks Ellen, as usual it was perfect!!!"

"My Namibia journey in March 2021 was a dream. It was very nice to see with my own eyes how the landscape looked completely different due to all the rain with a lot of grass in the Kalahari. So much distance felt so good, and I am very grateful for that."

One of our travel agency partners in Switzerland gave us the following client feedback from a wonderful Botswana safari over Easter 2021: "With a little delay, we would like to thank you for the excellent organisation of this fabulous trip to Botswana. We had a lot of fun discovering this country and its people. The diversity of the lodges was perfect and the management of the trip flawless. We particularly appreciated the upgrade to the comfortable King Air for the longer flights. The welcome was always impeccable, and we had the chance to see all the animals possible (except rhinos and leopards). On behalf of our entire family, a big thank you!"

From one of our partner travel agencies in Switzerland we received the following client feedback for a nice Zambia journey in April 2021: "Puku Ridge was absolutely fantastic with all the comforts, and the food was splendid. My guide was also very good, he really tried to look for the animals I wanted. I can only recommend the lodge, the guide and everything else. As for the animals, it was beautiful. The National Park was quite empty. I was often the only vehicle on the road. Hard for the guide, he had no one to suggest interesting sightings. For me, all happiness! In conclusion, two wonderful weeks that you can propose to any safari lover, even experienced ones."

Repeat clients coming back from their Botswana journey in June 2021 said: "Dear Ellen, I would like to thank you personally for the perfect organisation of this wonderful journey in Botswana. All the trips, you have organised for us in Africa were amazing. It is incredible, how every detail is thought of. Clients with you are sure to have a perfect journey."

After their South Africa journey in July 2021, repeat clients from Switzerland commented, that they had a sensational journey and were very happy that they had decided to travel and do this journey now.

New clients stated after their Kenya journey in July 2021: "Thanks a million for the great organisation. All worked out absolutely smooth and we felt very well looked after at all times."

All information is regularly updated and prepared with greatest possible care. Nevertheless, we cannot assume any liability for the topicality, correctness, completeness, and quality of the information, provided.



Travel more conscious. Travel with Bush Legends.

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