



SANCTUARY  
RETREATS

## KEEPING YOU SAFE AND SOUND

Sanctuary Retreats has always believed in providing its guests the comfort, privacy and freedom they need to enjoy the beautiful and natural surroundings they experience while travelling. In the wake of COVID-19, we want to assure you we are taking additional precautions to ensure the safety of our guests, our staff and, just as importantly, the local communities with whom we share our daily lives. Our hygiene standards have always been of the highest levels and follow both local and international guidelines, including those set by the World Health Organization.



### Enhanced Cleaning Procedures

We follow intensive housekeeping procedures in all our lodges, camps and boats, carrying out thorough cleaning of contact surfaces several times a day in both guest and staff areas.



### Hygienic Transfers & Transport

All our vehicles are thoroughly cleaned after each use and our drivers wear appropriate protective gear.



### Physical Distancing & No-Touch Greetings

To ensure safe physical distancing, and where necessary, we have reduced occupancy in our properties, restaurants, shared vehicles and other public areas. All guests and staff are strongly encouraged to avoid handshakes and instead opt for a warm smile as a welcome greeting.



### Health Screening & Personal Protective Equipment

We regularly screen the health and temperature of all guests and staff. Our guests and staff are required to wear face masks when in public areas. In some destinations, this is mandatory, as required by local health regulations.



### Safe Meal Service

To maximize hygiene and to maintain social distancing, all meals will be served by staff, whether at your table or at covered buffets.



### Hand Sanitization

Hand sanitizing stations are readily available, and thorough and frequent hand washing is encouraged for all guests and staff.



### Medical Support

Guests at our camps and lodges and on our ships have access to medical support in the event of emergencies.

Sanctuary Retreats has long supported the local communities that are the lifeblood of what we do. In order to do so in an environmentally friendly and sustainable way, our hygiene efforts use locally sourced, reusable materials and products wherever possible. Please note that our protocols are subject to change as local and global guidelines evolve.

Sanctuary Retreats supports a number of vital local projects through our Philanthropy program. Find out more about the projects we support and how they aid local communities at [sanctuaryretreats.com/philanthropy-projects](https://sanctuaryretreats.com/philanthropy-projects).