



Volcanoes Safaris - Protocol for Covid-19

The wellbeing of our guests, staff, and communities is of paramount importance. We have introduced health and safety standards on cleaning and sanitising, social distancing and food to deal with Covid-19, including:

- Rooms are deep cleaned before and after any guests' stay at the lodge. Public areas and commonly used surfaces are regularly cleaned and sanitized.
- We have reorganised the public areas so guests and staff can follow social distancing rules of 2m.
- Only food and drinks purchased on site are allowed to be consumed at the lodge.
- Guests are asked to sanitize and wash their hands regularly.
- Guests' contact details are recorded in the lodge registration book in case it is required by the government for contact tracing.
- During booking a stay at our lodges guests are asked to sign a cover letter confirming they have read and understood the Covid-19 protocols in place.
- Volcanoes Safaris reserves the right to close the lodge or cancel a booking at any time, if considered necessary for reasons of health and safety or if required by government. These procedures may be updated without notice as we understand more about how it affects our industry
- If you are showing symptoms or test positive for Covid, or have been in contact with anyone suspected to have or shows symptoms of covid-19, within 14 days of your arrival date at the lodge, please do not travel to the lodge and inform your VS sales consultant.

Clients and agents should be aware that Covid-19 not only poses risks for human beings but also for great apes given the close genetic relationship between them. Gorilla and chimpanzee tracking has resumed and it's essential that clients who go tracking play their part in safeguarding the health of the great apes.

Please ensure you are familiar with IUCN [Best Practice Guidelines](#) for great ape tourism. Please follow all current rules and protocols for gorilla and chimpanzee tracking, including any Covid testing requirements, hand washing and sanitising, maintaining a 10m distance from gorillas and from the rangers, wearing masks and gloves, not sneezing or coughing in the presence of gorillas. Please do not go tracking if you are not feeling well and report any symptoms to your guide and seek medical advice.

Please contact your sales consultant prior to your stay if you have any questions or concerns about these procedures. We hope you enjoy your stay.

Volcanoes Safaris

www.volcanoessafaris.com
enquiries@volcanoessafaris.com

Uganda

1 Kololo Hill Drive
Office Block B - 2nd Floor
PO Box 22818 – Kampala
T +256 (414) 346464

Rwanda

Hotel des Mille Collines
PO Box 1322 – Kigali
T +250 (0)252 502 452
M +250 (0)788 302 069

UK

402 Linen Hall
162-168 Regent Street
London W1B 5TE
M +44 (0) 7753 933593
T +44 (0) 3333 239 740

USA

Toll Free +1866 599 APES (2737)