

COVID19 - We Care for Your Safety - SOPs
Svasara Jungle Lodge at Tadoba

(I) PRE-OPENING	2
(II) RESERVATIONS	3
(III) SECURITY	4
(IV) TEAM HYGIENE / SAFETY	4
(V) CHECK-IN	5
(VI) HOUSEKEEPING	5
(VII) SAFARIS	6
(VIII) FOOD & BEVERAGE (KITCHEN)	6
(IX) FOOD & BEVERAGE (SERVICE)	7
(X) PUBLIC AREAS	8
(XI) LAUNDRY/LINEN	8
(XII) POOL & SPA	9
(XIII) TAXI	9
(XIV) FIRST RESPONSE SYSTEM	9
(For handling of a suspicious Covid-19 case)	9
(XV) SAFETY PLEDGE (Guests, Team, Vendors, Any Visitors)	10

(I) PRE-OPENING

- Sanitise property (floors, tiles, public areas, back areas, team quarters, stores, guest rooms, high touch surfaces (HTS) e.g. smaller hardware/assets e.g. remote controls, switchboards, handles etc.)
- Medical check-up of all team members
- New SOP training for team
- Govt guidelines and internal guidelines / posters to be printed and put up on team noticeboard (including hygiene Do's & Don'ts)
- Create digital/poster versions of all guest communication elements e.g. menus for safe contactless viewing
- Hand sanitisers (70% alcohol) to be placed in all public areas
- Study the stock supplies required basis availability / lead-time for hygiene related products (cleaners, disinfectants, sanitisers, masks, gloves, garbage bags, wipes etc.) It is recommended to stock 6-8 weeks of supply during outbreaks.
- Continue Namaste as the greeting for all guests/visitors/ team members to maintain norms of social distancing
- Amenities difficult to sanitise after every guest check out, discontinue use during pandemic (Room folder, paper leaflets etc.)
- Issue a log book to relevant departments to maintain date, time, person, location of sanitisation measures for all public areas
- Add a bio-waste closed bin in all bathrooms and public areas (make changes to waste segregation guidelines)

- Keep a dedicated Covid-19 Medical Kit at reception with the following things:
 - Germicidal Wipes/Surface Spray
 - Sanitiser
 - Face Shield
 - Surgical Mask (disposable)
 - Gloves
 - PPE
 - Biohazard disposable bag

(II) RESERVATIONS

- Request travel history (one-month) of all guests and visa clearance (Covid-19 test result where applicable) before confirmations
- Email guest pledge to inform about property policies related to Covid-19, e.g. social distancing, mask advisory etc.
- Receive required guest details electronically before-check to ensure a contactless experience at property (e-GRC, e-liability waiver, photo ID etc.)
- Receive payment advances electronically before arrival and any extras to be paid using e-payment options at property

(III) SECURITY

- Access to pre-informed / authorised persons only
- Thermal screening of all guests, vendors, team, etc.
- Provide masks to all temporary visitors (without masks)

(IV) TEAM HYGIENE / SAFETY

- Daily hygiene check/recap for team in morning meeting
- All team to commit to self-examination and report to management if observing symptoms of Covid-19. Place educational posters in back area.
- Temperature checks for all team members, twice a day
- During service, all team members to wear masks. In addition, housekeeping team to wear gloves.
- Additional hand-washing station with soap to be provided near main gate, individual hankies/towels to be issued to team
- Plan to provide preventive vaccines for all team members when available
- Daily laundry and issue of fresh uniforms to team members

(V) CHECK-IN

- Barring full occupancy days, allocate different rooms for new check-ins, i.e. follow a rotation policy for room allocations
- Disinfect guest luggage including wheels
- Guest orientation to include recap of Guest Pledge and collaborative changes at property owing to Covid-19 to ensure a safety for all

(VI) HOUSEKEEPING

- Team to enter guest rooms with mask
- Perform hand-hygiene before and after cleaning a room and also when moving in/out of certain high risk areas, such as the bathroom
- Follow routine cleaning + New SOPs e.g. disinfect HTS (high touch services: switches, controls, phone, knobs/handles, furniture surfaces, sanitary ware & fittings, dispensers, other amenities like dryer/kettle etc.)
- Sanitise room key on check-out
- Daily sanitising / cleaning of Housekeeping Tools (mops, wipes, spray bottles, buckets etc.
- AC Temperature to be set at 24 degrees as part of Check-In protocol, guest can adjust temperature based on his/her convenience hence forth
- Temporarily discontinue loose tea/coffee powder amenities in rooms, instead provided closed/sealed sachets

- Temporarily discontinue use of runners, cushion, & cushion covers
- Team to provide service to rooms only on request and at that time guests to not remain inside the rooms

(VII) SAFARIS

- All jeeps to be sprayed clean with pre-approved disinfectants with fogging machine
- Continue to provide hand sanitisers in all jeep kits, to be easily accessible for guests
- Checks masks - jeep drivers, guides, naturalists, guests
- Shared safaris to be booked only for members of same family; in case of a group of friends / travel partner, only 4 PAX on a jeep including naturalist, i.e. not more than 2 persons on each seat. The forest guide and jeep driver will be in the front.

(VIII) FOOD & BEVERAGE (KITCHEN)

- Team to wear masks while cooking
- All vegetables to be disinfected before storing in kitchen (Create an outdoor space with table for cleaning)
- All packaging to be cleaned with soap & water before storing
- Cardboard boxes to be opened in outdoor back area and stored for recycling instead of placing in kitchen store
- Continue to follow HAACP guidelines for other kitchen cleaning (knives, chopping boards, etc.)

- All vendors and suppliers to be briefed about overlapping SOPs
- Kitchen surfaces to be disinfected with approved cleaning agents
- Unless guest requests, avoid dishes with raw vegetables & fruits

(IX) FOOD & BEVERAGE (SERVICE)

- Restaurants including tables/chairs to be disinfected before and after a meal with fogging machine
- Create more space between tables (reduce covers of indoor dining to what is required on average); outdoor dining, offer communal table to same group or keep distance in table setting for separate groups (review govt. norms if applicable)
 - 4 persons per 10 sq.m.
 - 1 m face to face distance
 - 1 m back of chair distance
- Team to wear masks for service
- Switch to a-la-carte / pre-portioned meals or thali service instead of buffet
- Tables to be shared only within same family group

(X) PUBLIC AREAS

- Powder Room: Only keep the washbasin operational, guests to use WCs in their respective rooms to avoid sharing of high risk spaces. Keep exhaust fans running during operational hours.
- Daily cleaning/disinfecting of HTS (furniture surfaces, knobs/handles etc.)
- Bathrooms disinfected six times during day (before AM safari, post AM safari, before lunch, post lunch, before PM safari, post PM safari)
- Daily sanitising of spaces/sofas etc. with fogging machine

(XI) LAUNDRY/LINEN

- Not place linen on floor or dirty surfaces
- Launder laundry hamper linings after every check-out
- Provide separate linen trolleys/bags for clean and dirty linen to laundry team
- Laundry staff to also wear gloves while sorting dirty linen, after handling soiled linen, before handling clean linen, team to wash hands with soap & water
- Laundry room and equipment to be sanitised daily

(XII) POOL & SPA

- Take decision regarding operations based on WHO/Govt Advisory at the time of opening

(XIII) TAXI

- Ensure driver is wearing mask and gloves
- Car HTS (including seat belts) to be sanitised
- Keep separate Alcohol-Based Sanitiser in car for guest use & driver use
- Ensure sanitisation of cars through fogging machine

(XIV) FIRST RESPONSE SYSTEM

(For handling of a suspicious Covid-19 case)

- SOP to be followed in consultation with Doctors-On-Call, Govt. etc.
- Tie up with closest hospital with testing & hygienic quarantine facility
- Guest to be isolated/confined in own room
- Identify and maintain an additional isolation room within camp for moving such cases in the interim period
- Re-sanitise the entire property through steps taken in pre-opening guidelines

(XV) SAFETY PLEDGE (Guests, Team, Vendors, Any Visitors)

When at Svasara-Tadoba, we respect your privacy but owing to the current pandemic, all of us individually, have an important role to play to keep ourselves and others healthy & safe. We hence, need each one of us to commit to the following guidelines:

- Have access to your own personal safety/hygiene kit (mask, sanitiser, etc.)
- Practice regular & thorough hand hygiene
- Maintain social distancing - 1 m/ 3-6 ft
- Avoid touching eyes, nose, mouth, and maintain good respiratory hygiene
- No chewing/spitting of gum/tobacco/similar products
- Wear masks when speaking to any one
- Use only designated bio-medical waste bins for safe disposal of used masks, gloves, shields, tissues, etc.
- In case of development of any health concerns, inform management immediately

Thanking you for your cooperation in following our safety protocols,
Svasara Team