



WILD HORIZONS

AFRICA'S GREATEST ADVENTURES

COVID-19 PROTOCOL



THE LOOKOUT CAFE



PROACTIVE & PREVENTITIVE MEASURES

In the wake of the COVID-19 crisis, The Wild Horizons Lookout Café remains committed to providing a safe and comfortable environment for our guests and our staff, whilst still affording first class dining experiences for our visitors. The health and safety of our guests, as well as our family of employees, is the number one priority for The Lookout Cafe. Currently, we are following guidance and recommendations from the World Health Organization while continuing to evaluate our standard procedures. We are enhancing our existing high standard health and safety protocols with additional layers of caution and mindfulness to provide peace of mind to our guests and team members.

- ☑ With the well-being of our staff and guests in mind, temperatures will be taken upon arrival and any guest showing a temperature above 37.5 degrees C will be retested and isolated for medical attention as appropriate.
- ☑ All Lookout Café staff will be instructed to limit physical contact such as hand shaking with any guest.
- ☑ The bar and seating areas will be arranged to observe the WHO social distancing policy for guest next to guest, and guest next to employee locations.
- ☑ Guests will be required to use the hand sanitation station at the entrance of the Cafe.
- ☑ The hostess at the Lookout Cafe shall keep a record of guests entering the restaurant for tracking and tracing purposes.





PUBLIC AREAS

- ☒ All indoor and public meeting areas such as entrance lounge and restaurant areas, lower deck, offices, curio shops and public washroom facilities will be mopped cleaned with a suitable disinfectant regularly.
- ☒ Surfaces such as wooden counter tops, desks, chair arms, door handles and other areas which are susceptible to damage from hard disinfectants will be cleaned regularly with a sanitizer.
- ☒ Guests making use of public areas will be required to wear face masks as will all staff.
- ☒ Appropriate signage will be placed in all public washrooms advising of current COVID-19 safety protocols.
- ☒ Guest washroom facilities will be serviced hourly. Disinfectants will be used to wipe down all surfaces and sanitizer will be applied as appropriate.
- ☒ Hand sanitizer will be made available for guest use in the washroom area



BAR & DINING AREAS

BAR SERVICE

- ☒ Staff on duty will wear face masks
- ☒ Bar menus will be restricted to E-menus or verbal communication from waiter staff.
- ☒ All coffee, beverages, cocktails, and other drinks will be produced and served by bar staff using appropriate utensils, and glassware that has been recently washed disinfected and correctly stored.
- ☒ All towels used behind the bar shall be eco-friendly, single-use and disposable.

RESTAURANT

- ☒ The number of tables in the restaurant will be reduced to maintain social distancing norms. At least 1m spacing between chair backs will be observed.
- ☒ All high touch items will be washed, disinfected and sanitized at the correct water temperature.
- ☒ All guests will be requested to wear masks on entry into the restaurant area. Masks shall be lowered during mealtimes and preferably not placed on the tables.
- ☒ When servers are interacting with tables, they will exercise maximum space between themselves and guest while still enabling proper communication.
- ☒ All meals will be served a la carte and all menus will be electronic
- ☒ All food and beverage items must be placed on the table, counter, or other surface instead of being handed directly to a guest.



POINT OF SALE

- ☒ We encourage guests to use credit and debit cards.
- ☒ All POS machines will be sanitized before and after use.
- ☒ All cash handling will be executed with as little direct contact as possible. When exchanging cash as payment, place money on the counter or bill booklet provided.
- ☒ All check presenters and pens will be disinfected with sanitizet between uses.

The world has been fundamentally changed by COVID-19 so it is key that we strive to protect all who work, stay and partner with us as we re-open our doors to a new era of travel. We are ready and prepared and look forward to welcoming you back.



WILD HORIZONS LOOKOUT CAFÉ
VICTORIA FALLS

A photograph of a stone path winding through a forest, framed by a thin gold border. The path is made of dark, irregular stones and is flanked by dry, brown leaves and dense green foliage. The text "CLICK HERE TO GO BACK TO THE" is written in white, uppercase, sans-serif font across the upper middle of the image.

CLICK HERE TO GO BACK TO THE

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