



## MABULA SHARE BLOCK COMPANIES

A PARTNERSHIP BETWEEN:  
MABULA SHARE BLOCK LIMITED  
REG. NO. 1980/007801/06  
MABULA TIME SHARING SHARE BLOCK LIMITED  
REG. NO. 1969/005889/06  
MABULA'S MODJADJI CAMP SHARE BLOCK LIMITED  
REG. NO. 1986/003130/06

01/03/2021

Dear BushTime at Mabula Shareholders and Guests,

### **RE-OPENING OF BUSHTIME AT MABULA**

It has been a very challenging period the last twelve months especially for everybody involved in tourism and leisure. Big sacrifices had to be made by everybody.

It is with great pleasure that we can inform you that BushTime at Mabula for timeshare owners is open with the following in place.

- The directions provided for timeshare facilities and resorts in the latest Government Gazette include their detailed requirement for all to comply with a myriad of health, safety and sanitizing protocols, which will be steadfastly observed by Mabula for the safety of everybody (staff included).
- Access to all facilities is available, but safaris will be available with certain limitations and restrictions in place;
- Current regulations per the Government Gazette allow for inter-provincial travelling, meaning persons may travel for leisure over province borders.
- As per the government regulations, Under the amended level 1 lockdown, people should be home between 00:00 and 4:00 am. Entrance at the gate will only be allowed until 00h00 and after 04h00 am. No check ins after 00h00 will be permitted.
- You can contact us on 014 734 7000 for emergencies.

The following is what you are to expect when you visit BushTime at Mabula.

### **Procedures at the Gate**

- Arriving guests will have their driver's licence scanned by the Gate Attendant without touching it.
- Every person's temperature will be taken at the gate. Access will be denied for the occupants of a vehicle if a passenger within that vehicle, registered a temperature of more the 37.5°C
- We adopted a No PPE (mask), No Entry protocol for all visitors.
- Masks have to be worn at all times in public including on safari vehicles.



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### Your Check-in Experience

All guests undergo the following: -

- Checking of temperature with a handheld no-contact temperature scanner by a member of management.
- Guest are required to complete a Medical and Travel declaration on arrival which are handed out and collected by a member of the COVID-19 committee. These forms are completed with the guests own pen and if they do not have a pen available, we give him/her sanitized pen.
- Sanitizing of hands.
- All visitors entering BushTime Reception and Wildlife Centre area must wear PPE.
- No welcome drinks are served anymore to minimize contamination, but a flavoured water / juice station is available for self-service.
- Clear Perspex screens have been installed in the reception area.
- No contact between reception staff and guest on check-in.
- Guest are not allowed to accumulate at reception desk, only one person in a party may check the party in at the Front Desk and confirm the Safari bookings at the Wildlife Desk, however each member of the party needs to complete the Medical and Travel declaration – a station for this will be set up outside.
- You must queue at least 1.5m apart and the social distancing floor decals followed.
- Auto sanitizer stations available at the entrance and on the reception desks at BushTime Reception.
- Credit cards are not handled by the receptionist at all. The card machine will be placed on the counter and the keypad wiped down. The card is inserted / tapped by the guests and the pin entered.
- Guests are encouraged to pre-pay – no cash accepted.
- Payment for conservation fee is done on arrival – cards only.
- Reception counters are wiped down after each check in.
- We have dedicated rooms which will be allocated as potential COVID-19 Isolation rooms for guests showing symptoms.
- Check-in time will be strictly at 15h00 to allow for extra cleaning time – no exceptions nor early check-ins allowed.
- No housekeeping service will be on offer for the following days / times to minimize contact with guests:
  - ✓ Only morning service – no afternoon service.
  - ✓ No service on a Sunday or Public Holiday.

### Your Unit Experience

- The entire unit is disinfected and sterilized before occupation.
- All housekeeping employees wear PPE. Each employee member is issued with disinfectant soap to wash her hands during servicing of the rooms. Cleaning crews are trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed.
- Special sealable plastic bags are used to dispose of all used PPE.
- All rooms and common areas are ventilated daily.
- All other touch surfaces are be wiped down with disinfectant.
- TV Remote control and Air conditioner remote control are placed in a laundered bag after it is disinfected.



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- Additional Sanitizing wipes are placed in the rooms for your convenience.
- All linen is removed and replaced on check-out.
- The following items were removed from the units as per the prescribed regulations:
  - ✓ Directory of Service, Scatter Cushions, Bed throws, Fleece blankets & Bibles.
- Once-off, check-in Guest Amenities include hand sanitizer and all amenities are single use amenities.

### Your Safari Experience

- All guides and guests are required to wear PPE. No mask – no drive!
- All guests will be required to provide their own jackets as we will no longer provide blankets, ponchos, or hot water bottles.
- After each drive the all surfaces and objects are thoroughly cleaned with disinfectant.
- Please note that only Standard, Family and Lake Kyle Safaris will be available.
- The Wildlife Desk will operate on the following days and times:
  - ✓ Mon – Thu - 08h00 to 17h00
  - ✓ Friday - 10h00 to 19h00
  - ✓ Sat & Sun - 09h00 to 12h00

### Modjadji Centre & Swimming Pools

- Please provide your own swimming towels.
- Counters and Surfaces are wiped down hourly with disinfectant.
- All the machinery and equipment are disinfected before and after each shift.
- All the chairs / loungers and tables are disinfected every morning – please note that a limited amount of pool loungers and chairs are available to ensure we keep to the required social distancing between guests.
- Guests are only permitted to use the swimming pools in the camp that they are occupying.

### Kids Zone – Modjadji and Main Lodge

- The persons responsible for children is vigilant for any signs of respiratory disease and will immediately inform the child's parents and the management of such circumstance.
- All staff working with guests or staff will wear PPE at all times.
- The games rooms can only host 50% of the normal capacity of guests & staff and will be managed as such.
- All children's hands are disinfected prior to playing on the equipment
- Bicycles and Scooters are wiped down with sanitizer before and after each use.
- Bats, Balls and Putters are wiped down with sanitizer before and after each use.



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### Eco Activities

- Horse riding: The tack is wiped down with disinfectant before and after each ride. Helmets are sprayed with disinfectant and rotated to allow for drying time. All guests are given a fleece to wear prior to donning the helmet.
- Quad Bikes: The touch surfaces of the Quad Bikes are cleaned with disinfectant after each use and the helmets are treated as per the horses.
- Vehicle: The vehicles transporting the guests to and from the activity are also cleaned in the same manner as the Safari vehicles.

### Public Bathrooms

- Public Bathrooms are cleaned on an hourly basis. All surfaces are wiped down with disinfecting chemicals as per the WHO recommendations. These includes door handles, taps, etc.
- Only disposable paper towels will be used in the bathrooms.
- Notices are on display reminding guests to wash their hands.

### Facilities and Activities

Please note that the following Lodge facilities will only be available during these times – PPE compulsory:

- ✓ Spa: 08h00 - 17h00.
- ✓ Restaurant:
  - Sunday dinner to Friday lunch - Table D'Hote (set menu options which are plated).
  - Friday dinner to Sunday breakfast – Buffet
  - Sunday Lunch - Carvery
- ✓ Curio Shop: 12h00 - 15h00
- ✓ Superette
  - Fridays: 10h00 – 18h00
  - Saturdays to Thursdays: 10h00 – 17h00

Kindly find attached the following documentation for your attention and to be completed, signed and sent back to us as soon as possible in order to eliminate these processes at check-in.

- ✓ Indemnity Form – please ensure to list all persons that will be staying in the unit.
- ✓ Medical and Travel Declaration – please complete for each person in your unit.
- ✓ Housekeeping request form.



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- ✓ Safari request form.
- ✓ EFT form for Conservation Payment

Any queries can be forwarded to [info@bushtime.co.za](mailto:info@bushtime.co.za).

We are looking forward to welcome you back at Mabula soon.

Best wishes,

A handwritten signature in black ink, appearing to read "Lurette Engelbreg".

**Lurette Engelbreg**  
**GENERAL MANAGER**