

Thank you for choosing De Krantz Exclusive Wildlife Reserve as your destination of choice. Please spare a minute and read through the measures put in place for your safety and that of other guests.

COVID-19 Awareness Training



- Our staff has been trained to understand the origins, cause, symptoms and how the COVID-19 virus spreads.
- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work.
- The awareness training also covered infection prevention, avoiding exposure and emergency response and protocols to be followed if a guest or staff member develops symptoms to minimise risks to the other guests and staff in our parks.

Social Distancing



- Frontline Service Staff have been trained to attend and service guests at a social distance of 1.5 metres or more.
- Ground markings have been installed in public areas to help guests navigate queues in common areas while practicing social distancing.

Reduced Contact



- We recommend that guests use cashless payment options where possible, including debit cards, credit cards and to opt to use contactless tap when using card machines.
- Guests staying at self-catering facilities are requested to wash their own dishes.

Health and Safety Gear



- De Krantz staff has been trained on how to perform effective hand hygiene and on the proper use of Personal Protective Equipment to ensure the health and safety of both guests and employees.
- Transparent Perspex screens have been erected at reception counters or staff will be issued with face shields for protection.

Enhanced Cleaning



- Cleaning procedures have been enhanced throughout the reserve.
- Extra attention is given to high-touch traffic areas, including gate and camp reception areas, guest ablution facilities, picnic and day visitor areas, tables, benches, and more.
- All guest accommodation is cleaned and sanitized before occupation, following prescribed strict cleaning protocols.
- Hand sanitizers are placed all the key points in the camp, reception and public areas.
- All guest accommodation is cleaned and sanitized before occupation, following prescribed strict cleaning protocols.

Face Masks



- It is mandatory for all guests visiting the reserve to wear a face mask.
- Please bring your own face mask to wear at all times in public places.
- All face masks whether disposable or reusable must fully cover the nose and mouth.
- The use of face masks is not a substitute for maintaining social distancing.

Temperature Screenings



- Temperature screening is mandatory at entry and exit to the reserve.
- Anyone displaying a temperature of 37.4 degrees Celsius or above will not be allowed entry but will instead be directed to a side location for re-screening and assistance.
- Those in their party will not be allowed entry either.

Park Activities Safety Standards



- To maintain social distancing, participants in some reserve activities will be reduced to maintain social distancing.
- It will be mandatory for all participants to wear the face masks and to maintain social distancing whilst partaking in the activity.
- All equipment used during the activity will be cleaned and sanitized before and after every use.