

# Travel Precautions – COVID-19

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## Changes to this document:

- Added links for Kenya
- Changes in Tanzania entry requirements
- Added testing information for Tanzania in Frequently Asked Questions
- Added cross border information in Frequently Asked Questions
- Clarification that certificates need to be PCR

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## *Arrival Procedures*

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### **TANZANIA**

- Tanzania only requires a COVID-19 certificate if it is required by their airline or the country that travellers are departing from
- Travellers must meet their airline screening criteria before boarding aircraft to Tanzania (this needs to be discussed with the international carriers)
- Body temperature scanners will monitor all arriving guests at Airports
  - Travellers who show indications of possible virus symptoms following the scan may be required to take additional tests
- Travellers found to be positive for COVID-19 will be placed in quarantine (at an additional cost payable directly)
- All sectors from Hotels, Restaurants, Tour companies will comply with Covid19 protocols in line government regulations defined by WHO & UNWTO

### **KENYA**

- Arriving visitors to present a **PCR** Covid-19 negative certificate issued within 96 hours of arrival<sup>1</sup>.
- Temperature checks to be conducted at all entry points from Airport, Hotels, Restaurant and other possible hospitality units or outlets.
- In case of elevated temperature then guest will be isolated for more tests to be carried out by the Covid19 emergency team
- All sectors from Hotels, Restaurants, Tour companies will comply with Covid19 protocols in line government regulations defined by WHO & UNWTO
- Travellers can visit these website links for pre-travel documentation
  - Health Surveillance Form: [https://ears.health.go.ke/airline\\_registration/](https://ears.health.go.ke/airline_registration/)
  - List of exempt states and territories: [https://kcaa.or.ke/sites/default/files/docs/covid\\_19/exempted\\_states.pdf](https://kcaa.or.ke/sites/default/files/docs/covid_19/exempted_states.pdf)
  - Kenya Airways information and FAQs: <http://bit.ly/country-entry-requirements>

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<sup>1</sup> This requirement is currently under discussion with the industry stakeholders and Kenyan Government to have removed. The 96 hours is from the date of testing, not the date the certificate was issued.

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## *Travellers' Responsibilities*

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Travellers are responsible to comply with the government arrival requirements as outlined above.

All travellers are responsible for the following and it is up to them to ensure that they have adequate supplies for the duration of their trip:

- Face masks
- Rubber gloves
- Hand sanitiser
- Cleaning wipes
- Reusable water bottle

Travellers should refrain from shaking hands with other people during their trip.

**Travellers must bring their own reusable water bottles. Filtered water will be provided when using our safari vehicles. Due to the ban on single use plastic we will no longer be providing single use water bottles.**

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## *Our Staff (excluding safari guides)*

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- Staff members will be monitored at regular intervals to ensure they do not show any symptoms of COVID-19
- Staff members of ARP Travel Group will wear face masks and rubber gloves when meeting with clients and handling traveller luggage (this applies to meet and greet staff and briefers)
- Transfer vehicles will be sanitised before each use
- The seat next to the driver will remain empty
- Staff members will not shake hands with visitors

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## *Our Safari Driver-Guides*

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- Driver-guides will be monitored at regular intervals to ensure they do not show any symptoms of COVID-19
- Driver-guides will wear face masks and rubber gloves when meeting with clients and handling traveller luggage but not while driving
- Safari vehicles will be sanitised before each use
- The seat next to the driver will remain empty and a maximum of 6 travellers will be assigned to each vehicle
- Driver-guides will not shake hands with visitors.
- A common use shared hand sanitiser will be provided in the vehicle, however; we highly recommend travellers bring their own sanitiser

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## *Seat in Vehicle Safaris*

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Our seat in vehicle (guaranteed departures) operated by Pollman's Tours & Safaris and Ranger Safaris will not meet the social distancing requirements due to the type of vehicles used. The following provisions will be made:

- All guests will have the option to upgrade (at a cost) to private departures and exclusive vehicles on any scheduled safari
- Safari vehicles will be limited to a maximum of 6 clients with the front seat by the driver guide being left empty
- Vehicles will be fully disinfected prior to departing on safari.
- Vehicles will go through sanitisation every evening while on safari
- Driver guide will be provided with mask and gloves for use while in the safari vehicle
- Guests will be guaranteed window seat
- All middle seats within the safari 4x4 vehicles have been removed. Guests will sit in three rows of 2 seats
- A common use shared hand sanitiser will be provided in the vehicle, however; we highly recommend travellers bring their own sanitiser
- All guest to bring their reusable water bottles
- Large water dispenser will be provided in each safari 4x4 vehicle for guests to fill up their own reusable water bottle

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## *Small Aircraft for Scheduled and Charter Internal Flights*

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Based on information received from several domestic airlines, we expect the following provisions:

- Pilots will be monitored at regular intervals to ensure they do not show symptoms of COVID-19
- Pilots will wear face masks and rubber gloves when meeting with clients and handling traveller luggage
- Aircraft will be cleaned with a sanitising agent before each use
- The seat next to the pilot will remain empty or be manned by the co-pilot
- Pilots will not shake hands with visitors
- All seats on the aircraft will be sold. Social distancing will be limited

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## *Hotels, Resorts, Lodges and Safari Camps*

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Each accommodation property or group will put in place their policies and procedures to help protect guests and staff from the risk of contracting COVID-19. These procedures will vary to some degree between properties but at a minimum will include: (Subject to pending Government guidelines)

- Efficient check in processes are being developed by the hotels to avoid crowding at lobby
- Rooms (tents) to be thoroughly disinfected between guests
- Linens to be washed in antibacterial solutions at a high temperature
- Staff to be monitored on a regular basis for any symptoms
- Staff to wear appropriate protective gear
- Additional hygiene in all food preparation and service areas
- Where feasible, dining tables to be set at a distance from each other
- Public areas including bars and restaurants outlets will be disinfected regularly
- Meal formats may vary from one property to another. Below are some of the measures being considered by various properties:
  - Set menu a la carte meals
  - Where buffets are in place, additional protective screening is being considered and individual single portions on the buffet to avoid using a common serving spoon
  - For buffets servers will dispense food and guests will not handle the serving spoons
  - Some live cooking stations will be considered which would be managed by a chef behind a screened area.

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## Frequently Asked Questions

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**Question:**

***Are travellers required to wear masks whilst in the safari vehicle?***

**Answer:**

In Kenya

- ◆ The government requires all occupants of vehicles to wear masks at all times when driving in cities and towns.
- ◆ Masks are required when participating in seat in vehicle safaris where you are sharing with other people outside of your family group.
- ◆ If on a private safari where you are only in the vehicle with other members of your family group (including friends), masks are optional on game drives and drives between parks where the roof hatch or windows are open (except when passing through a city or town).
- ◆ However, masks are required at all times when arriving and departing hotels, lodges, and camps and at park gates and other stops.

In Tanzania

- ◆ Masks are required when participating in seat in vehicle safaris where you are sharing with other people outside of your family group.
- ◆ If on a private safari where you are only in the vehicle with other members of your family group (including friends), masks are optional on game drives and drives between parks where the roof hatch or windows are open.
- ◆ However, masks are required at all times when arriving and departing hotels, lodges, and camps and at park gates and other stops.

**Question:**

***Are masks provided?***

**Answer:**

No. Travellers should bring their own masks. Hotels, lodges and camps may have these available at an additional cost.

**Question:**

***Is hand sanitiser provided?***

**Answer:**

Hand sanitiser will be available in the vehicles. Travellers are encouraged to bring their own.

**Question:**

***Can you still get visas on arrival?***

**Answer:**

Yes. If travellers are travelling under passports that have allowed visas on arrival in the past, it is still possible to get visas on arrival now. However, we highly recommend that travellers get visas in advance to reduce the amount of time they are in the airport on arrival.

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**Question:**

***What happens if a traveller is suspected of having COVID-19 on arrival?***

**Answer:**

We hope that this will not happen. However, should you show symptoms of COVID-19 on arrival, you will be required to quarantine at a local hotel at your expense. You may also be subject to testing.

If you are found to have COVID-19 and need medical treatment, you will have to pay for this treatment and any hospitalisation. We highly recommend that you purchase travel insurance that will cover medical treatment and evacuation before you travel.

**Question:**

***Can you explain the COVID-19 negative certificate?***

**Answer:**

Currently, Kenya requiring that arriving travellers present a certificate from a certified lab that the travellers have been tested and been found to be negative for the presence of the Coronavirus.

**For Kenya**, these certificates need to be issued no more than 96 hours before arrival. They need to be PCR certificates.

**Question:**

***Is it possible to travel between Kenya and Tanzania by land?***

**Answer:**

Yes. The road border at Namanga is open and travellers can enter Tanzania from Kenya with the appropriate visa.

Travellers entering Kenya from Tanzania have to produce a COVID-19 Negative Certificate that has been issued in the last 96 hours. Please see below regarding testing.

**Question:**

***Will I need to be tested in Tanzania and if so, how is that done?***

**Answer:**

Some airlines are requiring a certificate before boarding the return flight or your home country may require a certificate on return. Further, if travelling to Kenya from Tanzania, you need to have a current certificate.

Testing can be done in the following locations – Arusha, Karatu, Dar es Salaam and Zanzibar. It takes 72 hours for the certificate to be issued and this is sent via email.