

S U J Á N

COVID-19 PROTOCOLS

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Your health and safety is our top priority and we trust our well-informed measures based on global best practices address any potential concerns you may have surrounding COVID-19. We hope this document will reassure our guests and patrons that we have conducted very careful risk assessments at each of our SUJÁN properties. We have accordingly tailored our preventative and proactive measures to ensure the health and safety of our guests, and of course our team. We have had a busy start to our new season with domestic guests, and as soon as International travel resumes we will be ready to welcome our guests from overseas back to The

SUJÁN Life. With our positive impact and conservation tourism model, there comes a large responsibility. It is with the valued support of our guests and patrons that we can continue our conservation projects, aimed at protecting our biodiversity, as well as providing primary healthcare, sanitation, education and employment to our local communities who depend on us, and depend on you.

We look forward to welcoming you back to SUJÁN in the not so distant future. If you have any further questions or concerns, please contact our team at reservations@thesujanlife.com or call us on +91 11 4617 2700.

Wishing everyone good health, and a speedy recovery from all the effects of this global pandemic.

Jaisal Singh
Founder & Chief Executive of SUJÁN

SUJÁN

Disclaimer

All measures and protocols referred to herein are compliant with and prescribe to guidelines, norms and regulations issued by the Government of India as well as the Government of Rajasthan, with reference to health and hygiene standards and practices.

Modifications will be made to this document based on statutory and other guidelines and directives from time to time. SUJÁN reserves the right to add and remove processes and procedures as deemed fit and in accordance with government directives.

Proactive & Preventative Measures

Our top priority is everyone's health and wellbeing. We highly recommend all our guests follow the health and travel advice of relevant authorities. After carefully assessing every risk and tailoring preventative measures that ensure the health and safety of all our guests and staff, we feel confident in being ready to welcome you back at our SUJÁN camps.

Pre Arrival and Receiving Guests

Our Team is prepared to welcome you!

- Our teams have been fully trained on the latest health & safety protocols, as set out by leading authorities like the World Health Organisation & will be following the Government of India restrictions and guidelines.
- Our protocols ensure that our camps are safe environments for you to stay.
- A full risk assessment was carried out prior to the camps reopening.
- All Field Guides & Management staff have received an updated and on-going basic medical training.
- It will be mandatory that all guests carry the necessary 'Travel & Health Insurance' prior to travel to our SUJÁN properties.
- SUJÁN will require an official COVID 19 vaccination certificate for all guests (Please Note: Guest not holding any Covid Vaccination certificate will have to provide a negative RTPCR test report done 48 hours prior to check in).
- SUJÁN may enquire of each guest recent travel history prior to accepting the booking at SUJÁN.
- Literature pertaining to our statutory policy for guests with fever and or any COVID-19 symptoms will be available should any guest and or their travel agent require prior to their arrival at a SUJÁN property.



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SUJÁN Team Monitoring

- All Staff currently at camp have been declared COVID-19 negative.
- Twice daily temperature checks are carried out for all team members on site.
- Incidents of high temperatures are immediately directed to management and the person is isolated.
- Whilst it is not compulsory for our guests, all of our staff and team continue to wear protective face masks.



The Arrival of Guests

- Temperature check of all guests will be done at first point of meet & greet. This is either at outpost, point of pick up or point of arrival.
- Guests running a temperature of more than 98.6° F will be isolated and assisted in getting immediate medical attention from local health authorities.
- If the guest's temperature is within the prescribed limit, they will be permitted to proceed with their check in.
- Upon arrival guests will be shown to their tent and a full briefing of the protocols and plans by management will be explained.
- "Spray and Wipe" down all luggage and luggage handles with disinfectant before handling.
- Additional hand sanitiser stations will be placed at appropriate locations around the camp, which can be used by guests to sanitise their hands. These will be regularly cleaned and sanitised by our house keeping team throughout the day.



Entering Camp

- Each guest will be greeted by our management and for any guests without a mask they will be given one on arrival.
- Guests will be asked to use the hand sanitizer provided by SUJÁN before entering camp.
- Guests will be informed that all bags will be required for disinfection. Guests will have the option to do this themselves or for one of our team to do this.
- "Spray and Wipe" down all luggage and luggage handles with disinfectant before handling.
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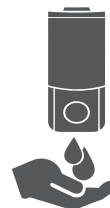
Check in procedure

- Lateral flow Covid tests are being carried out for all guests on arrival by the team at the camp who are not carrying a valid negative RTPCR report (not older than 48 hours).



General at camp

- Extra cleaning protocols have been put in place across the camp with focus on high-contact areas and items like doors, surfaces, books, bathrooms.
- Handwash and sanitiser stations will be present throughout the camp guest areas and back of house too.
- Hand sanitiser will also be available in all rooms and bathrooms.
- All tents will be sterilised before after check-in and daily during guest stay.



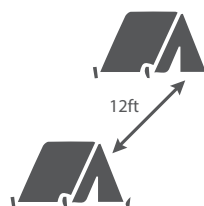
Food & Beverage

- Chefs prepare all food wearing protective face masks and gloves.
- Service team and all F&B handlers will be wearing protective face masks and gloves and keep social distancing.
- Picnics will be individually packaged and not shared.
- We do not offer buffet services and this will continue in order to optimise social distancing.
- We continue to use home-grown, locally sourced produce that is served fresh daily. Guests are welcome to pick their produce themselves if they like!
- All team have been trained to adhere to the guidelines of minimal contact.
- Bar top seating will be temporarily discontinued.
- Dining tables and chairs will be sanitized appropriately with disinfectant before serving new guests, so guests can find a pleasant and safe dining experience at all dining areas.
- All local suppliers will be adhering to our Government and Camp health and safety guidelines.



Guest Tents

- All our tents are in open spaces and have a minimum distance of 12 feet. This facilitates auto-distancing and self-isolation.
- Where possible rooms will be allocated in a manner that there is a gap of 24 hours between each booking. All rooms are being sanitised using UV lamp post guest check outs.



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Housekeeping and Room Cleaning

- Masks and gloves will be worn by the housekeeping teams when servicing rooms and public areas.
- All air conditioner filters will be washed with hot water before every new arrival.



Game Drives & Any Experience Transfers

- All camp & any hired vehicles will be extensively cleaned & disinfected after each and hygiene officers.
- This includes binoculars, protective glasses, window latches, door handles & bars and all high-contact areas.
- All drivers will be wearing a protective mask.
- All vehicles will carry extra hand sanitiser and masks available for each guest.



Guest Experiences at SUJÁN

- Our outdoor activities promote social distancing because of their very nature, so they are encouraged. Guests will be able to enjoy a range of outdoor activities such as hiking, climbing, nature walks and wilderness drives.
- Availability of some of our community experiences are subject to change, so please enquire at time of booking.
- For any guest experiences booked through SUJÁN, please enquire at the time of booking as the regulations around these are subject to change depending on the status of COVID-19 at the time of arrival.
- We encourage & recommend that all our guests follow stringent hygiene practices of regular hand washing and sanitation, limited hand face contact, social distancing and the wearing of face masks.



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Games Drives into Ranthambhore National Park

All government directives, notifications, rules and regulations issued by the Government of Rajasthan and / or statutory bodies will be adhered to at all times.



- Only private / exclusive vehicles can be booked with SUJÁN for all our Game Drives.
- All SUJÁN drivers and guides will have been COVID-19 tested and negative before reporting for duty.
- All “third party” transportation (including jeeps booked by travel agents) will have to furnish a signed undertaking confirming adherence to requirements to requisite health and safety norms before being made available for guest use.
- Travel agents will take full responsibility for the health and safety of their guests during their external excursions booked by third parties and tour guides.
- The forest department reserves the right to refuse access to any suspected COVID-19 patient.

Onsite Incident Responses

- There is a dedicated quarantine plan in place for anyone falling ill whilst at camp that is outlined by the Government of India.
- Procedure applies to all guests and staff.



Third-parties suppliers and Transfers

- SUJÁN is working with all partner transport suppliers (air and ground) to ensure that appropriate hygiene and safety measures are implemented in line with COVID-19 protocols.
- Our suppliers are following strict guidelines stipulated by the relevant regulatory bodies. The safety of our guests is our highest priority and all necessary safety and hygiene protocols are in place to welcome them back to our camps.



Billing

- For any additional billing that needs to be made during a client stay, electronic bills and receipts will be used instead of paper bills.
- Card payments will be encouraged for all extras and boutique purchases.

Regional Medical Support

- At each camp we have a 24 hour Doctor on call for any medical emergencies and transfers available to nearby hospitals.

Please do contact us if you need any further information on our COVID-19 protocols and support.

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**We look forward to living The SUJÁN Life
with you again soon.**



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SHER BAGH

RANTHAMBHORE



SUJÁN

THE SERAI

JAISALMER



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JAWAI

JAWAI BANDH



**RELAIS &
CHATEAUX**