

1. What is the Situation in South Africa?
  - Currently we are in a lockdown like everyone else, even though this has been “Eased” a little bit.
  - This is very likely to extend through the SA Winter months, however nothing has yet been confirmed.
  - There are no International Flights in or out; Business Domestic has just begun as of 01<sup>st</sup> June.
  - Looks unlikely that SA will open up for International Travel until at least the end of the Year, but things are very fluid and so anything can happen.
  
2. Is Garonga open or closed?
  - Garonga is closed until further notice.
  - This will be reviewed sometime in June depending on Restrictions within the Country, and International Flights.
  
3. What is Garonga doing with their Team?
  - Garonga has a skeleton crew still working at the Camps to ensure the safety and maintenance of the Animals, The Reserve, and the Camps.
  - The remainder of the Team are on “Extended Leave”.
  - If allowed we will rotate the teams round.
  
4. What about The Team’s Salaries?
  - All salaries are still being paid but with a slight reduction in Salaries of about 20%, excepting those on the lowest Salaries/Threshold who will be paid still in full.
  - This will continue as long as the Company can afford to do so.
  - In the meantime Garonga is applying for Government Assistance like many other businesses to assist with Salary Payments.
  
5. How is Garonga cleaning/Sanitising?
  - IN March we closed for our annual cleaning and Maintenance and so were very fortunate in that we had booked “deep Clean/sanitise programme” anyway. This was completed.
  - I also anticipated a surge in the purchase of Sanitary Products and made big Orders to cover us through the Pandemic and just as importantly afterwards.
  - Garonga has a certificate for such Sanitising should anybody request it.
  
6. COVID-19 Practices on Reopening.
  - AS stated above Garonga has a stockpile of Sanitising wipes, Sanitising Liquids, deep clean products etc for Staff and Guests alike.
  - The behaviour of “Keeping Social Distance” and habits will continue as far as practically possible. This needs to work on both sides ; Guests and Staff. We will of course keep to advice given by the Experts.
  - A Document for mandatory practices will be released in due course for the Lodges.
  - In the meantime I am sourcing Training from outside for procedures so that all staff are fully updated and “Qualified” before we reopen.

- I believe a lot of commonsense also needs to be practised. So will have “Rules” that must be applied v What you, as a Guest, wish to apply.
7. How will Garonga continue to Market?
- Through SM Channels
  - Through our representation Companies
  - I also wish to start Webinars. Those who have visited before, or are intending to visit in the Future hopefully can attend. Information will be sent out soon.
  - The Garonga Diaries are in full flow weekly and we will keep you informed by monthly newsletters as to what is going on in the Country etc.
8. Are your Reservations Offices Closed?
- NO, they are operating Monday-Friday from home.
  - Please continue to liase with Renate (Agents and Operators) and Claire (Direct Bookings).
  - Details are on our Website; [www.garonga.com](http://www.garonga.com)
9. How do we get Refunds from Cancelled Bookings as a direct result of COVID 19?
- Please liase with Reservations.
  - Please also consider that Garonga is still paying to keep the Reserve functioning, so the Animals are being looked after for future Guests. This is a considerable amount that includes the Security and General Upkeep of the Reserve and Animals.
  - It is proposed full refunds are paid incrementally, but I (Bernie) will deal with each case as it comes.
  - I have a COVID-19 Policy regarding Cancellations and refunds that are very fair. Please do speak with Reservations though. These have been recently amended.
  - **10% Of deposits will not be refunded**; we will keep these for “Running the Lodges and the Reserve”.
10. Postponed Bookings?
- Again these are done through our Reservations teams.
  - This obviously is the ideal scenario.
  - I offer the same rate as you were quoted for postponements up to and including November 2021. However our Cancellation T&C’s will fully apply if these new booking dates are cancelled later on, as long as they are not COVID-19 related.
  - Please do speak with Renate or Claire if you are unsure.
11. Reopening:
- Safari Camps should be the first to reopen as generally they are small, outside, and perfect for small groups.
  - I wish to really promote our exclusive use Packages, especially for Little Garonga.
  - Also longer stays with better offers. Again please liase with Reservations.
  - There will be a couple of interesting changes regarding Garonga as a Company.
  - My new Tented Camp has obviously been delayed, and will hopefully start construction again very soon. It is very “Soft”, fully tented this time but with some nice extras. Perfect for a family or group of friends to take over. Opening

Time is unknown, but hopefully before the end of the year assuming there are no further “Draconian Lockdowns”.

- Once I know when we can reopen I will have a full month where we will remain closed (Even If we could reopen) in which to prepare for opening. This gives us time to “Quarantine Staff” when they return, cleaning and setting up the Camps in line with COVID-19 Protocols, and very stringent and thorough training with all the Teams.
- **Even if flights are arriving in South Africa, I will only open my doors once I am 100% confident that we are ready and have all necessary protocols in place and NOT before.**

## 12. South African Residents

- Last but by no means least. Please do liase with our Reservations for SA Residents Rates. We have not forgotten you and never will.