



SERENGETI ESTATES

FORGED BY NATURE

Our Updated Operating Guidelines

With more stringent measures being instituted by the South African Government, we at Serengeti Estates have put in place the necessary protocols to ensure we are working carefully and responsibly within the current guidelines.

It is incumbent on us as experts in the property industry to provide our clients with a healthy experience, whilst functioning in this unusual business environment.

As of 1 June 2020, Serengeti Estates has re-opened. Below, please find our commitments and expectations when visiting our sales centre.

Covid-19 Guidelines

- Our dedicated sales agents will be available for one on one presentations at the sales centre between 9am – 5pm (Weekdays) and 10am – 5pm (Weekends). **By appointment only.**
- Serengeti Estates will ensure that each sales agent has received the appropriate training on the Directives issued on Covid-19 workplace.
- All viewings will be by appointment only and limited to one 'set' of buyers at a time in the sales centre.
- Our sales agents will be required at all times to wear the appropriate face masks and additional disposable masks will be made available to any purchaser that may require one.
- The sales centre will be wiped down throughout the day with sanitizers.
- Our agents will be required on a daily basis to confirm they have no noticeable Covid-19 symptoms. Temperatures will be taken prior to any scheduled viewings.

Your Appointment

- **Keep it Clean:** Sanitizing your hands before entering the property is mandatory and will not be waived under any circumstance. Our agents will ensure hand sanitizers are available at each of our viewings.
- **Full disclosure:** All visitors are required to complete our Serengeti Estates Client Declaration detailing your current health status and recent travel information. Our staff have also been instructed to be fully transparent on their health and travel movements.
- **Hands free:** At no time will bodily contact, including handshakes, be extended.
- **Maintaining social distances:** We ask that clients and agents respect the 2-metre perimeter guide.
- **Free movement:** We will ensure free movement through the sales centre as much as possible – we ask that you reduce the amount of contact you have with all surfaces, handles and light switches.
- A register will be taken and all stationery will be sanitized between each use.

Beyond times of crisis Serengeti Estates' guiding value has always been to ensure that our customers and staff are looked after. As the COVID-19 situation evolves, this remains our core focus during this time of social distancing.