



Health and Safety Policy for Inclusive Holidays Ltd

Inclusive Holidays Africa carries out its operations in a safe and secure manner by adhering to respective laws and statutory requirements in the territories in which it operates.

Stephen Mwasio – Chief Executive Officer		has overall and final responsibility for health and safety policy
Chris Mwachia – Sales & Marketing Director		has day-to-day responsibility for ensuring this policy is put into practice
Health and Safety general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)
Provide clear Pre-Safari information – Obtaining Visas, vaccinations, and travel insurance and safari clothing, plus what to bring. Provide name of contact person in case of any eventuality.	Sales and Marketing Consultants	Liaise with the booking agent or direct client.
Meet and Greet at the airport and facilitation – Aimed at avoiding any anxiety upon arrival at the airport. Involves meeting guests off the plane, clearing with customs and immigration, safari briefing and hotel check in requirements	IHA Airport representative and Driver Guide	Liaise with airport authorities and obtain necessary permits in advance
While on Safari – All our safari vehicles are fitted with HF radio and tracking system. Guides must report to operations all activities of the day in the morning before he sets off and, in the evening, before he retires. They are well versed with all park rules prohibits off road driving, coming out of the vehicle while in the park, feeding animals, how to park the vehicle while game viewing, just to mention a few	IHA Operations Manager	Replace the guide if guests are uncomfortable and reprimand the driver guide on duty
Travelling to remote parts – We always work hand in hand with KTF (Kenya Tourist Federation) a government umbrella body in charge of Tourist Safety. We inform them of such movements and if they feel there is reason	IHA Operations Manager	Provide name and contact of the person to report to before proceeding.



to provide escort services they inform County tourist police unit. County referral hospitals are well equipped to deal with any level of emergency.		
In case of an accident – Our vehicles are branded and include our office telephone numbers in case of any emergent. In our questionnaire and hotel voucher we provide telephone contact of the hotels to be visited should there be need for the guide to contact the hotel ahead of his arrival. We provide Air Ambulance evacuation services to our guests travelling within East Africa – See separate paragraph below.	IHA Operations Manager & CEO	We provide Air Ambulance services to the nearest hospital and facilitate guests travel insurance to take over hospital bills. We shall also inform the next of keen.
In case of Sickness at the Hotel – Most hotels and lodges that we use have well trained resident doctors who can assess the risk and provide good health assessment.	IHA Operations Manager	Upon assessment of the nature and degree of sickness we will decide whether to evacuate for further treatment in a referral hospital or otherwise
In case of Death – We liaise with hotel/lodge management authorities and hand over the case to the Embassy.	IHA Operations Manager & CEO	Report to the Embassy and inform next of keen.

NOTE: We believe that you already have very comprehensive insurance in your home country covering the travel needs of your customers. However, if on top of this you would like to extend your insurance cover, Inclusive Holidays Africa is a registered member of AMREF and offers free of charge evacuation insurance which covers the duration of your customer's stay while in the destination. The scheme provides quality Air Ambulance evacuation services throughout the Eastern Africa Region. Details of the comprehensive insurance cover for the client will be obtained at that time to enable us to work directly with the client's overseas insurance company in order to facilitate hospitalization costs if need arises. The scheme covers the East Africa region, including: Kenya, Tanzania, Zanzibar, Uganda, Rwanda, and Ethiopia

Signed: Stephen Mwasio	Chief Executive Officer	Date:	30 th August 2023
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