



OUR COVID-19 ON TOUR CARE GUIDELINES

Updated 28 January 2021

The health and well-being of our travellers has always been a top priority for us. Travel is a shared experience and we, along with our suppliers and passengers, need to take reasonable precautions to prevent the transmission of COVID-19 and increase the level of safety for our passengers, employees and local communities visited.

The following guidelines are a living document, subject to change in information from the New Zealand government and local health authorities:

ON BOARD WITH LEISURE TIME – OUR STAFF TRAINING AND SANITISATION:

- All of our staff that interact with passengers are trained to ensure they are familiar and compliant with these guidelines and those set out by the public health authorities.
- Our Driver/Guides are trained to react and activate further protocols should any unexpected issues arise while out on the road.
- Our staff will communicate the health and sanitisation procedures passengers will encounter throughout their trip as far as reasonably possible.
- We promote frequent hand washing among staff and passengers and will provide hand sanitiser onboard all of our coaches at all times.
- Each of our coaches will have an antiviral disinfectant mist that will be run through the air conditioning system before tour commencement and throughout each day on tour.
- High touch surface areas will be regularly cleaned with an antiviral disinfectant throughout each day of touring.
- A full daily deep clean of bathrooms on-board will be undertaken.
- Face masks will be carried and available for purchase and should be worn if deemed required by public health authorities.
- When flying to start or conclude a holiday or when on a train service as part of your holiday, all passengers are now required to wear a face mask.
- Leisure Time is required to keep records for health authorities which may assist contact tracing, should the need arise.

PASSENGER COMMUNICATION AND RESPONSIBILITY:

- Passengers are to follow government guidelines as per current NZ "Covid-19 Alert Level".
- We recommend that all passengers use the NZ Covid-19 Tracing App to check in or to manually check in to trace their movements while on tour.
- We recommend that all passengers bring their own face masks and know how to properly fit and wear your face mask if/when required to do so. Once a face mask has been used it is the passenger's responsibility to safely dispose of or clean the mask if it is re-usable. Please note that

masks are required to be worn on all domestic flights, public transport in Auckland (including ferries), and onboard the Northern Explorer Train.

- On tour passengers may be obliged to have their temperature checked by a staff member if deemed necessary. If the passenger's temperature exceeds 37.5°C then the passenger will be expected to seek medical attention at their own expense.
- Passengers are required to declare prior to departure if they are exhibiting any symptoms of Covid-19, have tested positive or have been in contact with a Covid-19 patient within 14 days of departure.
- For the health and safety of all passengers and staff on tour any illness (such as fever, coughing or difficulty breathing) will not be accepted onboard the coach unless they can provide us with a negative Covid-19 test result received within the past 72 hours.
- Should any passenger start to feel unwell on arrival or while on tour, they must immediately advise their tour manager and visit a medical centre. To return to the tour the passenger must be deemed fit and well to participate fully on a coach tour.
- Passengers will be advised of, and asked to adhere to recommended hygiene procedures, such as travelling with and wearing a face mask and/or gloves when asked to do so, or limited physical contact wherever possible.
- Prior to departure, passengers will be required to complete a pre-boarding "Fit for Travel Declaration", confirming they have familiarised themselves with health and safety guidelines and requirements related to their tour.

KEEPING YOU SAFE ON OUR TOURS

- Our passengers' safety, and that of our staff and suppliers, has always been our top priority. As of 1 December 2021, Leisure Time Travel requires all passengers joining our tours to produce proof of full COVID-19 vaccination, completed at least 14 days prior to departure.
- If a passenger is unable to be vaccinated for medical reasons, they may apply for an exemption by providing a medical certificate. Exemptions will be assessed on a case by case basis.
- This policy has been introduced in the best interest of our passenger's health and wellbeing, and to give our passengers (who are mostly over 55) peace of mind that they are travelling with other vaccinated passengers.
- By proceeding with your booking, you are acknowledging that you are or will be fully vaccinated at least 14 days prior to departure and will be able to provide proof of vaccination to your booking office.
- Passengers who booked prior to the change of policy (10 September 2021) and are **not** able to provide proof of full vaccination prior to tour departure will not be able to travel. They may apply for one of the following options: credit, transferring credit to friends or family, or a full refund. All guests must be able to provide proof of full vaccination against COVID-19.
- *Proof of vaccination against COVID-19.*
This is your official vaccination certificate (electronic or paper) and it must identify your name and date of vaccination with final dose given at least 14-days before the start date of your tour.