

OUR COVID-19 ON TOUR CARE GUIDELINES

Updated 17 August 2020

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 appropriate modifications as needs evolve:

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.

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.
- On tour passengers will be obliged to have their temperature checked by a staff member at least once daily. If the passengers temperature exceeds 37.5°C then the passenger will be expected to seek medical attention.
- 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.