



## **OUR COVID-19 ON TOUR CARE GUIDELINES**

*Updated 25 November 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 with updated 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 when and where 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 required to wear a face mask
- Leisure Time Travel is required to keep records for health authorities which may assist contact tracing, should the need arise.

### **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
- 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
- *Proof of vaccination against COVID-19*  
This is your COVID "My Vaccine Pass" (electronic or paper).

## **PASSENGER COMMUNICATION AND RESPONSIBILITY:**

- Passengers are to follow Government guidelines as per current NZ "Covid-19 Alert Level / Covid Protection Framework (Traffic Light System)"
- Passengers are to show their 'Covid Vaccine Pass' to their driver at the commencement of the tour and carry it for the duration of the tour as they may be required to show it to other businesses whilst on tour
- We highly 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 a 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 (including ferries), and onboard trains
- On tour passengers may be required 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 passengers showing symptoms of 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.