



Wide Eyed
TOURS

HEALTH & SAFETY GUIDELINES



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Where we are
TODAY

INTRODUCTION

This document has been prepared to lead our company through the challenges of operating in the new world of travel and to give our travellers the confidence to enjoy a holiday with us. We have always been passionate about giving our clients an experience to treasure, full of precious memories and we are determined to deliver these amazing experiences with the health and wellbeing as a priority for all. We have all missed travelling and we have missed you.

The policies and guidelines outlined here follow the World Travel and Tourism Council's "Safe Travels" global protocols as well as the Adventure Travel Trade Association COVID-19 Health & Safety Guidelines, which has been endorsed by Cleveland Clinic.

It will be the responsibility of Wide Eyed Tours to ensure that its suppliers of tours, hotels, transport, flights, boats and personnel are also prepared and trained with procedures to protect and minimize the risk of COVID-19.

These guidelines are a framework and will be adjusted based on the region's recommendations and further advice and information from the World Health Organisation. They are expected to be dynamic and as an operator we will continue to meet all minimum local guidelines and exceed wherever possible.

It is important to note that the elimination of risk is not possible. There needs to be a shared responsibility and acceptance of this. We need to be able to embrace uncertainty, while ensuring we've done everything we can to protect travellers and our teams and the community within which we operate.



UNDERSTANDING COVID - 19

WHAT IS COVID-19?

Coronaviruses are a large family of viruses, which may cause illness in animals or humans. The most recent is the highly contagious COVID-19.

HOW DOES COVID-19 SPREAD?

Primarily from person to person through small droplets from the nose or mouth expelled through coughs, sneezes or talking. Droplets do not travel far and quickly sink to the ground, therefore it is important to stay at least 1 meter away from others. Droplets can land on objects and surfaces that people touch who then touch their eyes, nose or mouth. This is why it is important to wash your hands regularly with soap and water or clean with alcohol-based hand rub.

WHAT ARE THE SYPTOMS OF COVID-19?

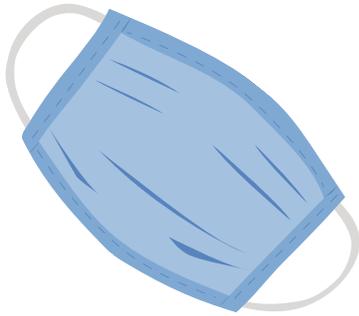
The most common are fever, dry cough and tiredness. Less common are aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell, skin rash or discolouration of fingers or toes.

RISK FREE TRAVEL WITH WIDE EYED TOURS

Wide Eyed Tours is continuing to work hard on preparing to welcome our guests so they can travel as risk-free as possible. This includes changes to the booking conditions, which we have relaxed to enable us to be as flexible as possible, including the timing of deposits and final payments and the option to postpone with no penalty or receive a full refund. Refer to Appendix B for COVID-19 Booking Conditions for the full details of these updated conditions of booking. We also have a selection of Risk-Free itineraries that can be cancelled or postponed with 24 hours notice with zero penalty. These will be available upon request.

BEFORE YOU ARRIVE

Wide Eyed Tours requires all its travellers to have travel insurance with a minimum medical evacuation and repatriation coverage of \$200,000 in addition to having a policy with COVID-19 coverage where available. It is essential that you bring facemasks with you which will be required on your arrival flight and as soon as you land. Hand sanitizer is also an essential item for you to carry with you.



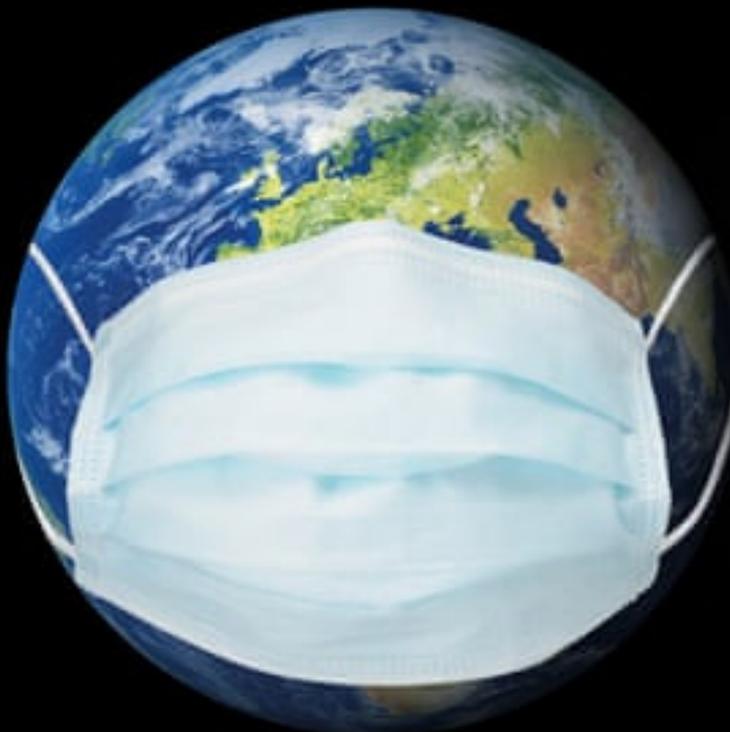
OPERATIONAL AND STAFF PREPAREDNESS

OPERATIONAL READINESS

In preparation for welcoming travellers back to our regions Wide Eyed Tours has been implementing COVID-19 guidelines, protocols and prevention plans that are outlined in this document. Staff will undertake appropriate training that satisfy the WTTC Safe Travels standards and all our suppliers and operators will have been assessed to ensure they comply with Wide Eyed Tours SOPs.

OUR STAFF

- All Wide Eyed Tours staff will adhere to the WHO's personal safety guidelines with regularly washing of their hands, wearing a face mask, maintaining social distancing, avoiding touching their face, covering their mouth correctly when coughing and will not attend work if feeling even slightly unwell.
- Our workplaces will be sanitized regularly with enhanced cleaning and disinfecting of all public areas. Staff will avoid sharing food and utensils and set up hand sanitization stations throughout the offices.
- Regular temperature checks will be conducted and if staff have a low-grade fever, they will remain at home.
- Meetings & Presentations will be adapted to adhere to COVID-19 protocols, handshaking will be avoided, physical distancing (1 metre/3 feet) will be implemented and where possible, will be replaced by Zoom meetings



Stay Informed WHO

We keep up to date on the latest information from trusted sources, such as WHO or your local and national health authorities. Why? Local and national authorities are best placed to advise on what people in your area should be doing to protect themselves.



WHEN YOU ARRIVE

- Each airport will have different arrival procedures and may include temperature checks, additional documentation to complete, luggage screenings and longer immigration processes.
- Greetings with our staff will not involve any handshakes and all our team will be well trained with your health and wellbeing as the priority.
- Guides & drivers will be coached on how to properly cover one's mouth from coughs and sneezes to reduce the number of droplets and other hygiene standards.
- Your driver will be trained to sanitise his vehicle regularly and will wear a facemask.
- Facial coverings will be required for all travellers to bring, wear on vehicles and in crowded areas. Gloves are not required at this time, but travellers can bring them if they feel more comfortable.
- Hand sanitizer will be made available for you, however it is recommended you bring some from home to have on hand immediately you leave home.

ACCOMMODATIONS

Wide Eyed Tours is working closely with its accommodation providers to ensure they follow the same guidelines as recommended by the WTTC. The increased health & safety measures for accommodations are:

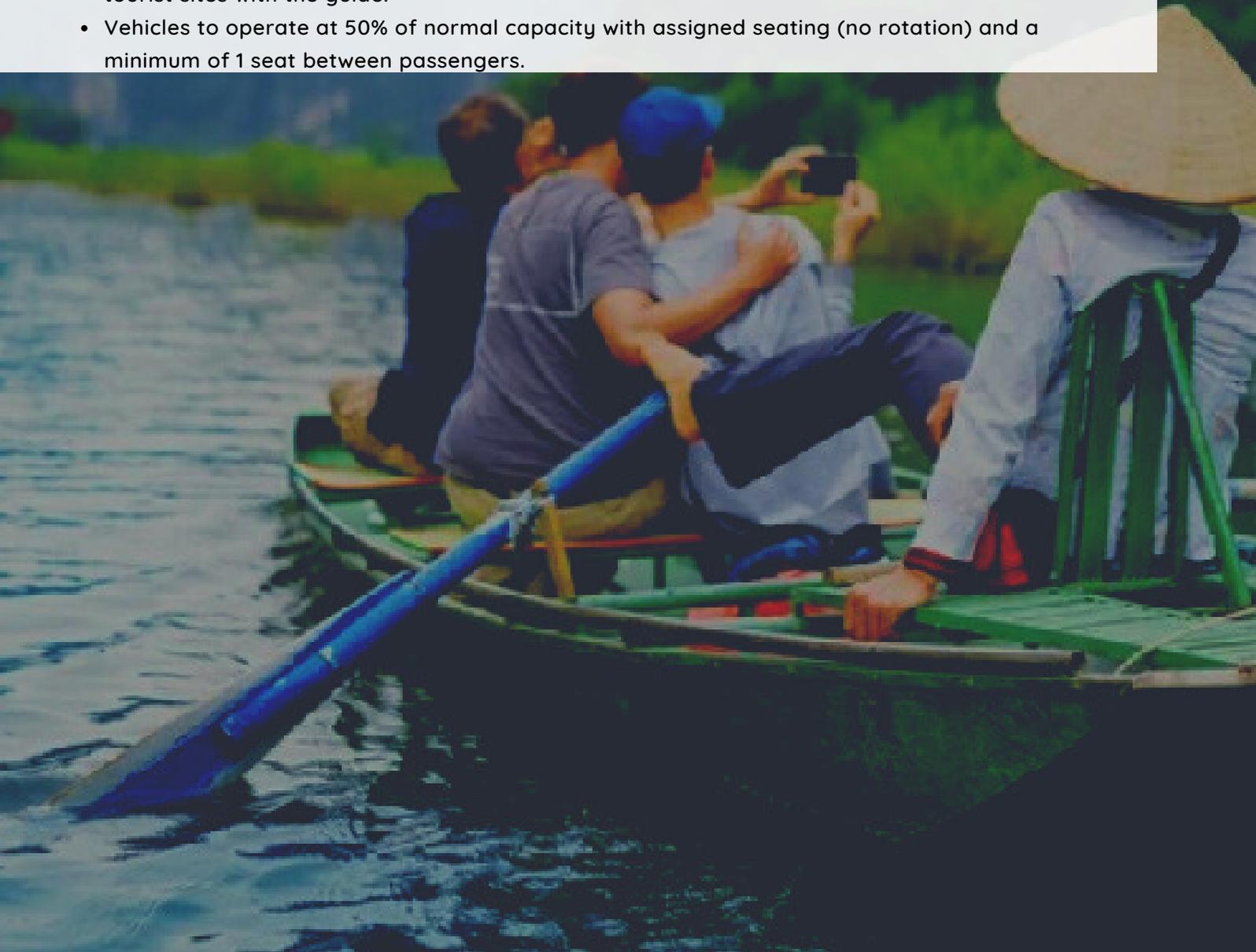
- Implemented enhanced cleaning of all areas, including more frequent cleaning of guest rooms, common areas, meeting spaces and back-of-house spaces.
- Developed a COVID-19 prevention plan including an action/checklist for infection prevention and provide staff with the required training.
- Display clear signage informing guests of the enhanced cleaning protocols, avoiding physical contact and recommendations.
- Introduced enhanced sanitation, disinfection and deep cleaning practices.
- Implemented protocols and guidelines for staff health, including health checks for staff.
- Provided staff with personal protection equipment such as masks and gloves.
- Implemented guest health checks using a thermometer.
- Limited physical contact and queuing where possible.
- Make masks available to guests if requested.
- Developed contactless check in and check out tools and procedures where possible.
- Made disinfecting products available at reception and the entrance to the restaurant.
- Avoided guest own handling of food at buffets.
- Offers room service if guests prefer to avoid eating in the hotel restaurant.
- Enhanced cleaning in the restaurant, including disinfecting of tables and chairs after guests have left.
- Minimised physical contact through table spacing and guest seating.
- Hotel may refuse accommodation to those guests who have an elevated temperature upon checking in.



TRANSPORTATION

Transportation Hygiene Measures

- Enhanced sanitation, disinfection and deep cleaning practices for coaches and other vehicles as well as an increase in their cleaning/disinfection frequency.
- Drivers and staff are fully trained on the new cleaning protocols.
- Drivers will be equipped with hand sanitization, hand wipes and will wear gloves when handling luggage & opening doors.
- Bins with liners will be provided and drivers to regularly dispose of them.
- Drivers will use hand sanitizer regularly, particularly before and after handling client luggage
- Drivers will sanitize high frequency touch points, including handrails and door handles, throughout the journey.
- Sanitation stations will be provided for guests in the form of alcohol-based hand sanitizer as appropriate.
- During tours and activities, the driver will clean the vehicle whilst clients are out at the tourist sites with the guide.
- Vehicles to operate at 50% of normal capacity with assigned seating (no rotation) and a minimum of 1 seat between passengers.



LOCAL GUIDES & DRIVERS

All our guides and drivers will be fully trained on the following:

- Guides will provide a thorough briefing with clients upon arrival on the COVID Health and Safety Guidelines.
- Guides & Drivers will have their temperature checked prior to meeting the clients.
- Guides & Drivers will not work if their temperature is higher than 37.5c and/or if they feel unwell. If necessary, a replacement will be arranged immediately.
- Guides will conduct temperature checks of clients, drivers and themselves 3 times per day.
- If a guest, a guide or driver has a temperature higher than acceptable, the tour will immediately be interrupted.
- Guides & drivers will wear masks at all times.
- Guides will carry spare masks for guests.
- Guides & Drivers will follow social distancing guidelines (1 metre/3 feet) : no handshakes, no distribution of documents, no sharing of objects of everyday use (pens, pins, etc)
- Drivers to be cleaning and sanitizing the vehicles throughout the day whilst clients are visiting sites.



RESTAURANTS & MEALS

Wide Eyed Tours has a selection of outstanding restaurants that we enjoy recommending and we will work closely with them to ensure they are meeting health, safety and cleanliness standards with their facilities, staff training and food preparation. During this period we would recommend you select restaurants that offer A La Carte or set meals that can be ordered in advance. The restaurants we recommend will follow this list of criteria:

- All restaurant staff to be wearing masks.
- Hand sanitizer to be made available throughout the restaurant, in the lobby sitting areas and the washrooms.
- Washrooms to be cleaned and sanitized at regular intervals with a cleaning log available for everyone to see.
- Restaurant staff to conduct contactless temperature checks at the entrance.
- Restaurants to follow social distancing guidelines with table arrangements to enable guests to be seated at least 1.5metres apart.
- No buffet meals will be offered.
- Restaurant to disinfect all tables, chairs and shared use objects before and after use.
- Restaurant staff to be trained on all local health and safety regulations.
- Employees should wash their hands or sanitize after each table interaction.



ACTIVITIES

An essential element to any holiday adventure is the activities involved and these can include trekking, cycling, kayaking, cooking classes and sightseeing. We will endeavor to make these exciting experiences as safe as possible through the following guidelines.

- Every effort will be made to select a time to visit any attractions when they are the least crowded.
- Guides will support physical distances efforts whilst on tour, maintaining a minimum of 1 metre (3 ft).
- All equipment for activities on tour, including life jackets, bicycles, snorkels, etc, will be cleaned thoroughly at least once a day and disinfected between use.
- Gloves should be worn during cooking classes and all food materials to be either cleaned, washed, sanitized or cooked according to local food safety standards and guidelines.
- Wherever possible, participants should avoid sharing equipment and should care for and carry their own personal equipment.
- Everyone to use hand sanitizer throughout and at the end of each activity.



DESTINATION ASSESSMENT OF COVID-19 SITUATION

This is an ongoing, complex and fluid situation and this resource is intended as a starting point and we will continue to adapt and change as needed. In the meantime, we will action the following:

- Management will keep abreast of all travel restrictions in both our destinations as well as the restrictions that may be in place related to clients returning home.
- When planning tours to local communities, management will respect decisions made by communities who choose to not welcome visitors for a certain period of time.
- Ensure all staff are aware of the best medical centres equipped to deal with COVID-19 are located in each region.

HEALTH MONITORING

It is critical that if any staff or client with symptoms raise their concerns to assist in stopping the spread of the disease.

If you or anyone around you displays these symptoms - fever, dry cough and tiredness. Less common are aches and pains, nasal congestion, headache, conjunctivitis, sore throat, diarrhea, loss of taste or smell, skin rash or discolouration of fingers or toes - please advise us immediately.

The normal human body temperature remains around 36.5c to 37c regardless of the external temperature or weather. If yours or anyone around you has a temperature higher than 37.5c please advise us immediately.



INTERNAL PROCEDURES

The Wide Eyed Tours Sales & Reservation staff will follow the procedures below:

- When communicating with agents and clients, direct them to the “Safe Travels” section of our website to reassure them that Wide Eyed Tours is proactively taking care of their safety, health and security.
- Include facemasks in our Welcome Packs.
- Before booking accommodation, ensure that a copy of their Health & Safety Guidelines have been received and filed in our internal Travel Manager software program.
- Ensure all drivers are provided with WET’s COVID Prevention Plan for Drivers and that all vehicles are equipped with hand sanitizer and tissues.
- Before booking any transport company, ensure that a copy of their Health & Safety Guidelines have been received and filed in our internal Travel Manager software program.
- Ensure all guides have read and understand WET’s COVID Prevention Plan for Guides.
- Before booking tours and restaurants, ensure that a copy of their Health & Safety Guidelines have been received and filed in our internal Travel Manager software program.
- When meeting with clients, we recommend you maintain a distance of 1 metre and do not shake hands or touch when greeting them.
- Remain updated of new developments regarding enhanced testing procedures at any destination and advise clients.



COVID-19 CONTINGENCY PLAN

APPENDIX A

OUTBREAK PRIOR TO CLIENT ARRIVAL

- Assess the risk and adjust the itinerary if possible to avoid region where outbreak has occurred.
- Advise client immediately, explain the risks involved and how Wide Eyed Tours is managing the situation and give them the option of cancelling.

OUTBREAK AFFECTING CLIENTS DURING TRAVEL

- If the client is required to go into quarantine, reassure them and keep them updated with as much information as is available.
- Work with client to contact their travel agent and family/friends, travel insurance provider and relevant embassy for consular assistance.
- If they are in isolation in a hotel, arrange for a care package of comfort products.
- Remain in phone or virtual contact with the client to ensure he/she is assisted in all ways possible.
- Wide Eyed Tours staff to complete an Incident Report and provide relevant details to document the incident.
- Once quarantine is completed, co-ordinate ongoing travel arrangements for clients and ensure their departure is managed with VIP care.

OUTBREAK AFFECTING STAFF Staff, Local Guides & Drivers

- Staff must undergo testing and self isolate for 14 days.
- Office
- All staff to work from home for 14 days.
- Office areas to be thoroughly disinfected prior to re-opening.

WHAT HAPPENS IF CLIENTS WANT TO CANCEL ALL ARRANGEMENTS AND WISH TO RETURN HOME.

- Advise their travel agent and make travel arrangements immediately.
- Cancel all bookings of accommodation and services and determine how much refund is possible.
- Every case will be different and it is likely clients will lose some money, which Wide Eyed Tours can provide a letter for insurance.

WHAT HAPPENS IF A CLIENT DEVELOPS A TEMPERATURE HIGHER THAN 37.5C?

- Arrange for the client to be tested for COVID-19 as soon as possible.
- Follow the instructions of the medical staff and if necessary, isolate the client until the test results are received.
- If the client is test positive, immediately inform the authorities and follow their instructions.

WHAT HAPPENS IF A CLIENT DISCOVERS THEY HAVE TRAVELLED ON THE SAME FLIGHT AS AN INFECTED PASSENGER?

- If the authorities have not yet been in contact, notify them immediately.
- The client will be placed in quarantine as designated by the government. This may be an army facility or a hotel.
- All people the client has been in contact with will also be quarantined and this could include one of our drivers or guides.

WHAT HAPPENS IF AN OUTBREAK HAPPENS AT A RESTAURANT THAT A CLIENT OR STAFF MEMBER HAVE VISITED?

- Immediately advise the authorities. It is likely that CCTV footage will be assessed to determine the degree of risk.
- Give the authorities as much information about the date, time and length of visit.
- Follow the recommendations of authorities.

WHAT HAPPENS IF AN OUTBREAK OCCURS AT A HOTEL THAT CLIENTS ARE BOOKED IN?

- Cancel booking immediately if clients have not yet arrived.
- If clients have arrived, ask to see CCTV footage to determine if clients have been in direct contact with the infected person.
- Advise authorities and follow their instructions.
- If clients are not required to be tested, change hotels and keep them well informed.

WIDE EYED TOURS COVID-19 BOOKING CONDITIONS

Book with Wide Eyed Tours for travel any time prior to 31st December 2021 with the ability to cancel for a full refund.

- Cancel up to 15 days prior to travel due to COVID-19 restrictions- FULL REFUND with conditions*
- Postpone up to 15 days prior to travel due to COVID-19 restrictions - your booking can be postponed up to 18 months from the original travel date, offering a great deal of flexibility to make changes as needed.
- Cancel 14 days or less prior to travel due to COVID-19 restrictions - we will make every effort to secure refunds from our suppliers, however charges will apply and these will be handled case by case.

***Note:** Some flights and select hotels/products with limited capacity or inflexible booking terms, may be exempt as well as travel during peak periods. For cancellations unrelated to COVID-19, our general conditions will apply.

- Some accommodation and cruise options are subject to stricter and specific cancellation terms. These cancellation terms will be advised at the time of quoting.
- Cancellation of air arrangements will be subject to fees charged in accordance with the airline.
- Refunds will not be given for unused or cancelled services after the travel arrangements have commenced.
- Cancellation terms and conditions will be assessed on a case by case basis.

