

YOUR WELLBEING, OUR PRIORITY

OUR COVID-19 TRAVEL PROTOCOLS

Thanks to our 3 step approach, you can have peace of mind that when your clients travel with us, they're in good hands, so they can simply enjoy their trip.



ALWAYS-ON SUPPORT TEAM

STEP ONE

WELLBEING DIRECTOR

A dedicated Wellbeing Director, with the latest health authority and local government guidelines, will be available on all trips of more than 20 guests. **They will ensure daily adherence to all wellbeing protocols and be always available to support guests.** (Not available with Cost saver or on any Australia and New Zealand trips). [View our video here.](#)

GLOBAL AROUND-THE-CLOCK SUPPORT TEAM

In addition to our dedicated on the road team, our operations and guest support teams remain behind the scenes, **in contact and on-call 24/7.**

DILIGENT DRIVER

Our drivers have been trained to ensure **your clients transportation and luggage is hygienically taken care of – so they can travel hassle free.** They'll get guests from one destination to the next with ease, and sanitise all coach surfaces throughout their trip

EXPERTLY-TRAINED TRAVEL DIRECTOR

Supported by the WD, our Travel Director or Travelling Concierge, who has been trained in enhanced hygiene and distancing standards, **will monitor compliance and guest wellbeing.**



STEP TWO

DISTANCING & HYGIENE PROTOCOLS



PRE-TRIP HEALTH DECLARATION

All team members and guests will complete a personal wellbeing declaration before joining their trip. If a guest has tested positive for COVID-19 (or is travelling with someone who has), they will not be able to join the trip until cleared as "fit for travel" by a medical professional.

SANITISED SURFACES

All frequently touched surfaces inside the coach, including handrails, doors, tables, overhead lockers, plus guests' luggage handles, will be disinfected multiple times each day.

AIR FILTERS

Our coaches are equipped with air filters that are inspected and cleaned daily, and replaced regularly. The on-board filters help **purify the air as guests travel.**

SUPPLIER QUALITY ASSURANCE

Our Wellbeing Director will be responsible for the **quality assurance of all hotels, venues and suppliers during each journey.** Quality checks will ensure that all travel partners meet local regulations and the established TTC, WTTC and WHO wellbeing protocols.

HYGIENE EQUIPMENT

Hand sanitizer is accessible and **freely available.** We ask that guests bring their own face mask and gloves, yet in the case of emergency Personal Protection Equipment will be distributed to them.

ON-COACH DISTANCING

Trips will operate with a number of **empty seats to allow for extra physical distancing.**

Insight Vacations and Luxury Golds perfect-sized smaller groups and customised luxury coaches with fewer seats, make it easier to maintain a comfortable physical distance while enjoying twice the legroom of a standard coach.

24/7 INCIDENT RESPONSE

STEP THREE

ALWAYS UP TO DATE

Our teams are always **up to date, and continue to adjust to the changing regulations from health authorities and local Governments.** They make changes behind the scenes so guests are able to enjoy their trip.

INCIDENT RESPONSE PROTOCOL

Should an incident arise on trip, protocols are in place. We will direct distancing, and support with local medic support and testing. We will liaise with local authorities to follow directives, which will vary across countries, and support guests every step of the way.



In choosing to travel with Cost saver, Trafalgar, Insight Vacations or Luxury Gold, guests voluntarily assume all risks related to exposure of COVID-19. Please see full details of guests' personal responsibility by clicking on the below logos:

costsaver.

TRAFALGAR

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