

WELL-BEING MEASURES



OUR WELL-BEING COMMITMENT

As proud members of The Travel Corporation (TTC), a family-owned and run business for the past 100 years, we have always taken the well-being and peace of mind of our guests and every team member as our top priority. Our executive and operations team members have spearheaded a complete review of the sanitisation and hygiene measures around guests' experiences and interactions while on their guided vacations, from the moment they meet their Travel Director and Travelling Concierges, to travelling on state-of-the-art coaches, the hotels they will stay in and the immersive excursions they will experience on each trip.

We have sought guidance from the World Health Organisation (WHO) and have also been collaborating closely with the World Travel and Tourism Council (WTTTC) to help guide and co-create its "Safe Travels and Seamless Traveller Journey" global protocols .

To offer extended peace of mind to our guests who immerse into a full rich and deep connection to the places they visit, we have also invested in a dedicated Well-being Director on every trip with more than 20 guests, to work alongside our expertly trained Travel Directors and Travelling Concierges.

Costsaver guest will of course benefit from their expertly trained Travel Director and Diligent Driver, to ensure all their included essentials meet the outlined protocol.

PRE-TRIP

OUR FLEXIBILITY PROMISE

You are free to change your travel plans up to 30 days prior to your trip's departure date. Choose new dates and/or a new destination without penalty on the land portion of your trip.

PRE-TRIP HEALTH DECLARATION

We will ask all travellers to complete a personal wellness declaration before joining their trip in MyTrafalgar, MyCostsaver, MyInsight or MyLuxury Gold. If you have tested positive for COVID-19 or are travelling with someone who has, you will not be able to join the trip until cleared as 'fit for travel' by a medical professional.

AIR TRAVEL

Specific details will vary by airline, but standard operations typically include flight attendants wearing masks, sanitising all surfaces between flights and enhanced hygiene protocols. Check with your airline for any change of travel plan fees as these may still apply outside the TTC Flexibility Guarantee timeframe of 30 days.

PRE-TRIP EMAIL

You'll receive a Pre-Trip email from your Travel Director or Travelling Concierge sharing health and hygiene guidelines in accordance with local directives specific to your trip as well as information related to recognizing COVID-19 symptoms.

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ON TRIP

ARRIVAL AND WELCOME

We will be adapting arrival times to ease congestion between groups at the beginning of trips so that your Travel Director can conduct a welcome briefing, covering what can be expected on your holiday and wellbeing precautions.

YOUR TRAVEL DIRECTOR OR TRAVELLING CONCIERGE

Travel Directors and Travelling Concierges will submit a Self-Health Declaration prior to the trip as well as post trip. Our industry leading training has been adapted and enhanced to include a dedicated module on dealing with Covid-19.

The following is covered in our training:

- How does COVID-19 spread
- Symptoms of COVID-19 and identifying potentially unwell guests
- Effective personal hygiene and sanitization techniques for infection prevention
- Effective use of PPE (personal protection equipment)
- Appropriate physical distancing protocols
- Preventative measures to ensure your well-being
- Protocols in the event of a suspected COVID-19 case

YOUR TRAVEL DIRECTORS WILL:

- Ensure hand sanitizer and masks are used in compliance with local regulations
- Provide guidance about physical distancing
- Be vigilant for any signs guests are unwell and ensure rapid implementation of protocols
- Ensure the safe handling of payments
- Have the authority to alter timings to avoid congested areas
- As always, they, and our Guest Support team are available 24/7 throughout the trip should any situation arise.

YOUR WELL-BEING DIRECTOR (TRAFALGAR, Insight Vacations & Luxury Gold)

To provide you additional personal support and assistance when you travel with us, our Travel Directors will be supported by a specially trained and dedicated **Well-being Director** on every journey with over 20 guests.

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YOUR WELL-BEING DIRECTOR WILL:

- Monitor all hygiene protocol and physical distancing measures
- Monitor daily coach sanitization
- Perform supplier quality checks ensuring all partners meet expected hygiene standards and local regulations
- Ensure luggage handles are sanitized during loading/unloading of luggage
- Keep guests up-to-date on local regulations and ensure compliance
- Be available 24/7 for any questions or concerns around hygiene and well-being

PHYSICAL DISTANCING

Trips will operate with a number of empty seats to allow for extra physical distancing. This will continually be adapted to ensure compliance with regional government distancing requirements.

Thanks to our perfect-sized smaller groups and customized luxury coaches with fewer seats on Insight Vacations and Luxury Gold journeys, you not only enjoy twice the legroom of a standard coach but also more personal space on board.

LUXURY COACHES

Our customized luxury coaches are thoroughly sanitized prior to the start of your trip and are installed with ventilation systems that refresh the air in less than a minute, superior or equal to any other passenger carrying vehicle.

Our drivers are trained on the latest hygiene protocols and will clean and disinfect all surfaces including handrails, door handles, tables, seating areas and overhead rails on a daily basis. They will also ensure regular supplemental sanitisation is performed and air-filters are frequently replaced.

Hand sanitizer will be freely available on the coach and should you misplace or forget your face covering, single use masks will be available as a temporary measure should they be a requirement in the region you're travelling.

BOARDING & DISEMBARKATION

Boarding and disembarkation protocols will be adapted to ensure physical distancing is maintained and our Travel Directors, Travelling Concierges, Well-being Directors & Drivers will always be available.

SEATING & SEAT ROTATION

Guests, families and groups of friends travelling together will be seated together at all times and solo travellers will be allocated two seats wherever possible. Seat rotation may be limited depending on the vehicle you are travelling on and your Travel Director or Travelling Concierge will be sure to assist where possible with seating requests.

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HOTELS & RESTAURANTS

We will only work with trusted partners that are like-minded and care about the well-being of our guests and are fully compliant with locally mandated standards.

All our accommodation and restaurant partners will:

- Adhere to our standards and follow minimum guidelines with hygiene protocols, cleaning sanitization
- Ensure all staff are trained in new protocols
- No longer offer shared finger food and where possible avoid guest own handling of food at buffets
- Ensure appropriate physical distancing of tables and in lobby and other public areas
- Offer hand sanitizer in key locations
- Thoroughly sanitize rooms between guests
- Frequently clean and monitor high traffic areas

SIGHTSEEING & LOCAL GUIDES/EXPERTS/HOSTS

Each supplier must be fully compliant with locally mandated standards. We will arrange priority entrance whenever possible and ensure physical distancing throughout. All our Local Experts will have been trained on hygiene protocols and provided with the same checklists and standards your Travel Director or Travelling Concierge will adhere to. You will be provided your own sanitized headsets and Vox box to use throughout your trip allowing for distancing without compromising the sightseeing experience.

SELF-SCREENING

We will ask all guests to monitor their health throughout their trip, with protocols in place in the event someone becomes ill or displays symptoms of COVID-19.

IF A GUEST EXHIBITS SYMPTOMS OF COVID-19

Our Travel Directors, Travelling Concierges and Well-being Directors will have been trained and have detailed protocols to follow in this event. Steps include but are not limited to:

- Quickly acting to place distance between the unwell guest and others
- Depending on location this may be through physical distance or use of Personal Protective Equipment such as a face covering and disposable gloves.
- Seeking medical advice and facilitating testing
- Liaising with local authorities and following their directives

POST TRIP: POST-TRIP SURVEY

At the end of your trip, you'll be able to share your opinions of your experience, allowing us to constantly improve for the benefit of future guests.