

Tour East Safe Travels Protocols

**Safe
travels**

by

WORLD
TRAVEL &
TOURISM
COUNCIL



Vehicle and door handles are sanitized frequently.



All Tour East staff to wear facemasks and/or faceshields at all times, and gloves where necessary.



Hand sanitizer available in all vehicles.



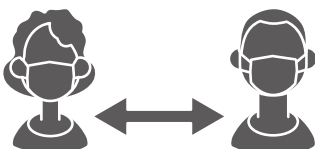
All clients to have temperature checked before entering the vehicle.



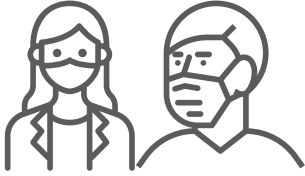
If a client's temperature exceeds 37.5°C, they will not be allowed to join the transfer.



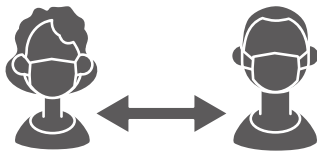
Clients seated in vehicles according to social distancing rules. Seating arrangements cannot be changed during a tour or transfer.



All clients will be required to wear a facemask and limit speaking in confined spaces.



All clients will be required to wear facemasks at all times in public, both inside and out.



Clients must respect social physical distancing rules.



Clients must expect frequent temperature checking and screening.



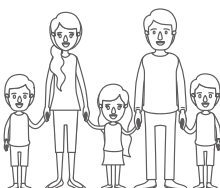
All clients are strongly recommended to travel with comprehensive travel insurance.



Clients must expect to use tracing apps or register manually on tracing sites.



Tour East will help ensure that all clients are aware of the country's health and safety protocols, and clients will be expected to strictly abide by these rules.



Physical distancing may be eased for those who are usually close to each other, for example: couples and families.



Guides and drivers to have their temperatures checked prior to the start of duty. If temperature exceeds 37.5°C, staff will be instructed to stay at home.



All Tour East guides and drivers to wear facemasks and/or faceshields at all times, and gloves where necessary.



Hand sanitizer is available at all times.



Guide or driver checks all client's temperatures. If a client's temperature exceeds 37.5°C, they will not be allowed to join the tour or transfer.



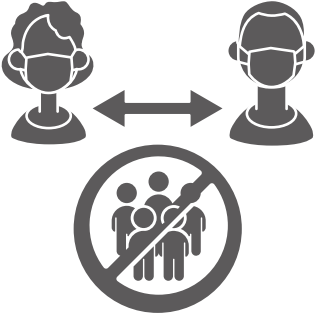
Guides will brief clients on the the health and safety protocols of the country of visit, and any individual sites and businesses to be visited.



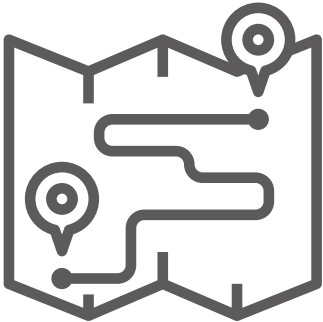
All services rendered are contactless and paperless wherever possible.



Upon arrival, the driver offers all clients sanitizing wipes to wipe down luggage.



Social and physical distancing rules to be adhered to at all times and crowds are to be avoided.



The order of tourist sights visited may differ from the original itinerary to ensure lack of crowds and maintain social distancing.



Tour East will ensure that access to all tourist sites and experiences are pre-booked wherever possible, to ensure clients avoid any queues.



Wherever possible, contactless and cashless payments should be made at all times.



Tour East only works with hotels which have documented their health and safety protocols to our complete satisfaction.



Hotels will screen all client's temperatures upon arrival and check-in.

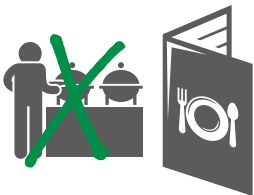


CONTACTLESS DELIVERY

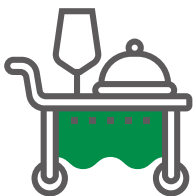
Hotels will limit physical contact as much as possible, while still delivering the best service possible.



Wherever possible, contactless and cashless payments should be made at all times.



Buffet meals may be replaced by a la carte service.



Room service will be available for guests to enjoy a selection of meals in the comfort and privacy of their rooms.



Facilities such as swimming pool, spa and the gym may be operating under strict social distancing rules and pre-booking may be required.



Tour East only works with restaurants which have documented their health and safety protocols to our complete satisfaction.



All restaurant staff to wear facemasks and/or faceshields, and gloves where necessary.



Restaurant will screen all client's temperatures upon arrival and check-in before allowing entry.



Hand sanitizer provided in the restaurant.



Tables placed within the restaurant to ensure correct social distancing.



Tables and chairs are properly disinfected after departure of every client.



The restaurant will ensure that guests do not handle food at buffets and that all utensils are properly sanitized and wrapped.



Paperless menus available wherever possible.



Restrooms are cleaned and disinfected hourly.



Cashless payment is preferred at all times.