



## Collette Welcomes You Back to Touring

As we plan to resume tour operations and welcome back our guests to experience the world, we've evaluated the tour experience from start to finish.

We've implemented measures as recommended by the medical experts with whom we've consulted along with the Centers for Disease Control and Prevention, World Health Organization, and appropriate government agencies to promote cleanliness, physical distancing and reduced contact.

### RESUMING OPERATIONS

We're excited to announce that Collette intends to resume tour operations to select destinations beginning July 1, 2020. Based on a variety of factors, the decision to operate specific departures will be made 45 days prior to departure of travel.

As we resume travel, experiences on tour to include restaurants, museums, attractions and coach travel may be modified to support limited capacity. This may be subject to limited availability based on tour manager discretion, direction from health experts and government officials to promote physical distancing and reduced contact.

### OUR TOUR MANAGERS

All tour managers have been and will be continuously educated and trained. Collette follows global health protocols established by health experts and government agencies as well as our standard protocols.

### TRAINING

#### Guidance on physical distancing, sanitizing and disinfecting processes

- General knowledge and references on Covid-19 to create awareness and ensure overall health and safety for all guests.
  - How does COVID-19 spread
  - Symptoms of Covid-19 and identifying potentially unwell guests
  - Appropriate use of face coverings
  - How to effectively clean hands with soap and water and hand sanitizer

## Requirements for Guiding a Tour

- Tour managers will provide Collette with a health declaration prior to guiding a tour
- Tour managers will self-report health status at 14-days post-tour
- Tour managers will only operate tours beginning a minimum of 14-days apart to reduce the risk of spread of the virus from one group to another
- Tour managers will be required to wear face coverings in confined areas and as per local government regulations
- Tour manager pre-tour communication to include:
  - Link to safety protocols
  - Recommendation for guests to bring sanitary wipes with them on tour
  - All handouts and welcome information will be sent as attachments with pre-tour email and no longer distributed on site
- Tour managers will be equipped with a supply of additional face coverings, gloves, sanitizing wipes and a body temperature scanner.
- Tour managers will have the ability to alter the itinerary to avoid congested areas that are deemed to be a risk, and will consider returning at a later time
- Local guides that join the group during various parts of the tour will be required to follow Collette protocol

## TOUR EXPERIENCE

### Pre-Tour Guest Requirements

- Pre-tour guest wellness declarations will be provided in pre-tour documents received before departure. These forms will be turned in to all Tour Managers upon arrival. Questions will be related to guest wellness in the 14-days leading up to the tour.

### Physical Distancing and Reduced Contact Measures

- Collette will conduct all verbally guided components using headsets provided by Collette to allow for proper distancing between the tour manager and guest
- Face coverings will be included with your pre-tour documents and will be required throughout many experiences on tour including the motor coach
- Guests traveling together will be seated together at all times
- Seat rotations will only be allowed once per day, when the coach is boarded for the first time
- Tours will operate with enough open seats on the coach (up to 50%) to allow for physical distancing
- **Group coach boarding & disembarkation**
  - Where possible, front and rear doors will be utilized on the coach to reduce contact
  - Coaches will be boarded back to front
  - Coaches will be disembarked, front to back

- Driver and guide will not physically assist people getting on and off the bus due to physical distancing requirements
- **Restaurants**
  - On tour dining will be conducted in accordance with local rules and regulations, in generally smaller group seating arrangements, with servers and verbally relayed or disposable menus
- Guests will regularly be reminded of the need to maintain physical distancing and face coverings throughout the tour to ensure these measures remain top of mind
- Optional tour sales on-site will be contact-free. Guests will be provided a verbal acknowledgement of the purchase and a receipt will immediately be provided via e-mail.

### **If a Guest Exhibits Symptoms on Tour**

- Collette Tour Managers are trained to assist guests that become ill and are empowered to act accordingly to protect the health and well-being of all guests on tour
- If a guest exhibits symptoms of Covid-19 or other significant illness, they will be isolated and required to go to a local hospital for testing
- CDC Defined Symptoms of Covid-19:
  - Fever (100.4°F/38°C or higher) or chills
  - Cough that you cannot attribute to another health condition
  - Shortness of breath or difficulty breathing that you cannot attribute to another health condition
  - Sore throat that you cannot attribute to another health condition
  - Muscle aches that you cannot attribute to another health condition, or that may have been caused by a specific activity (such as physical exercise)
  - Loss of taste or smell

## **COLLETTE'S PROMISE**

Our highest priority is to mitigate the risk in travel to our guests and employees, while resuming tour operations. We will continue to evaluate our operating plans and make necessary adjustments along the way. Rest assured, Collette delivers these experiences with a trusted team monitoring our tour departures globally, 24 hours per day and 7 days per week.