

Hygienic Protocol



General Information

Mask requirement at airports, in transfer buses and transfer taxis

It is compulsory to wear a medical protective mask at airports and on airplanes. This includes masks with the standard FFP2, depending on the airline, masks with the standard KN95 and N95 or surgical masks. Regular face covers or masks with a valve are not permitted.

During the trip itself, since all participants will compulsorily have been vaccinated or have recovered or were tested negative at the beginning of the trips, there is no obligation to wear a mask. Anyhow if regional or national regulations in the country of travel require the wearing of protective medical masks during bus journeys, these regulations will also apply to us.

All measures serve your protection, but also the protection of your fellow travellers. Regular breaks and good ventilation of the bus ensure additional safety. With these protective measures, we significantly reduce the already extremely low risk of infection during bus journeys.

Please remember to bring enough medical protective masks with you. Please also think of enough virucidal disinfectant for your personal needs during the day.

And of course you can count on our support in the worst-case scenario in case of falling ill on a trip: If you experience symptoms of illness during the trip, please inform your tour guide immediately and keep your distance from your fellow travellers. Your tour guide will then arrange everything necessary for clarification, if necessary. In cooperation with our global medical assistance team "med con".

<https://www.medconteam.com/en/>

Hotels

All hotels and accommodations that we use on our trips have presented us a convincing hygiene concept that take into account the regional requirements.

Despite the differences in detail, what all the concepts have in common is that the applicable distance rules and hygiene regulations are taken into account. In all of the hotels booked by us, the frequently touched areas in the public area are just as carefully disinfected as the rooms with every guest change.

In addition, dispensers with disinfectants are made available in the publicly accessible rooms, in the toilet areas and often also in the room. In many cases, it is mandatory to wear a protective medical mask in public areas. Particularly strict requirements apply in the kitchen and restaurant area. In some cases, therefore, buffets are not served at breakfast or dinner.

Further measures taken into consideration:

1. Integrated technologies to enable automation such as contactless payments and online check-in where possible.
2. Social distancing for both guests and staff by back office and traveler-flow leading measures (cleared signage on floors and corridors), mask wearing in public areas
3. Guidelines for food safety in restaurants (e.g. avoid guest own handling of food at buffets). Focus on hygiene, digitization, queue management and deep cleaning. Set up for breakfasts will be more spacious, serving breakfast itself may vary from reduced buffets, to served breakfast up to provision of breakfast boxes only
4. Higher and more extense cleaning routines, using evaluated innovations for cleanliness and disinfection, such as electrostatic spraying technology, UVC light and EPA based air filtration
5. Limited Offers of Spa/Wellness and Fitness Centers – according to local restrictions

Restaurants

Imerse in gastronomic highlights has always been an important part of our trips and shall also be possible in Corona times ...

We have checked all restaurants that you visit with your tour group in advance. In this way, we ensure that all suppliers have sufficient capacity to comply with the local distance rules. We also reserve tables outside whenever possible. If you are traveling with your relatives or friends, we will make sure that you can sit together at the same table.

We do not use open foods during tastings. For your protection, we also do not offer fruit baskets or other self-service options until further notice.

Sum up of criteria of restaurant choice:

1. Minimized physical contact through table spacing and guest seating
2. Extended opening hours to reduce the number of guests served at any given time
3. Possible name registration and mandatory reservation of seats (possible QR Scan by entering and leaving Restaurants)
4. Menu available online to reduce physical contact
5. All restaurant staff to wear masks

Sightseeing and Excursions

We get a comprehensive picture of the current situation for each travel destination and for each individual trip and check everything carefully. In particular, we make sure that there are no entry restrictions or quarantine regulations in public spaces.

If there are restrictions on the stay of tour groups in public spaces, it may still be possible - for example by using audio sets or dividing the groups into small groups at individual locations - to carry out our trips safely and in accordance with regulations.

The travel programs have also been carefully checked by our country experts with regard to tourism aspects: Is it possible to visit while observing the distance rules? Can an audio set be used?

Is the group size limited for sightseeing? Do I have to use a medical protective mask? We carefully examine each program point where we would like to stop with regard to the premises and hygiene concepts.

1. In general, visitor flow will be reduced by letting in less visitors at a time
2. In addition opening hours may be extended to guarantee a spreading of visits over the whole day
3. Certain areas may not be possible to visit – this will be informed case by case.