



G Adventures

Our world deserves more you.

COVID-19 Health & Safety Guidelines



Last Updated September 17, 2020



Introduction

This document is an overview of the steps that G Adventures is taking to help ensure safe operations of tours during COVID-19.

The policies and guidelines outlined here follow both the World Travel and Tourism Council's (WTTC) "Safe Travels" global protocols, which have taken into account the WHO, the CDC, and ECDC guidelines, as well as the Adventure Travel Trade Association (ATTA) Adventure Travel COVID-19 Health & Safety Guidelines, which has been endorsed by Cleveland Clinic.

The guidelines listed here are a framework, and will be adjusted based on the region's recommendations and further advice and information from the World Health Organization. They are expected to be dynamic, and as an operator we will continue to meet all minimum local guidelines, and exceed wherever possible. These changes will be added to the robust existing health and safety minimum requirements that G Adventures and its partners currently operate within.

The aim of this document and the policies within it is to:

- Protect the vulnerable: people and communities
- Mitigate Risks
- Respond to COVID-19 and other emergencies

This is an ongoing, complex, and fluid situation. This resource is intended as a starting point and we will continue to adapt and change as needed.





Commitment to Health & Safety

G Adventures has always put the safety of its community of travellers, staff, suppliers, and partners first, and this remains our top priority. Before any operations can resume, the situation must be evaluated carefully to ensure the highest levels of safety possible.

Operational and Staff Preparedness

Operational Readiness

In order to achieve readiness to begin reopening, many reviews have been undertaken at G Adventures. In the pages that follow, COVID-19 guidelines, protocols and prevention plans have been outlined, as well as health and safety measures including sanitation and physical distancing, and traveller and staff health guidelines.

In addition, training for staff, contingency plans and protocols have also been developed, all satisfying the WTTC Safe Travels standards for global tour operators.





Delivering a Safe Experience

Here is what G Adventures is doing to ensure health, hygiene, and physical distancing measures are being considered on the ground, which follows both the WTTC Safe Travels and the ATTA Adventure Travel COVID-19 Guidelines.

Before You Leave

- G Adventures offers a flexible Book with Confidence policy to cancel and rebook for shorter windows prior to travel. Please see [here](#) for more information and all terms and conditions that apply.
- A Self-Screening COVID-19 Questionnaire will be sent closer to departure, and if passengers answer “yes” to certain questions, they need to provide negative test result(s). For more information, speak to your travel agent or Global Connection Officer (GCO).
- In the event that the pre-screening process identifies that a traveller cannot wear a mask due to their medical condition(s) and/or is unwilling to wear a mask, they will be unable to join the group.
- In this screening process, G will also ensure that travellers understand the travel insurance requirements and the updated [Traveller Conduct Policy](#), which includes an additional section on COVID-19 related concerns. Travellers must acknowledge that they have read and understood both of these elements.
- At this time, G Adventures is not mandating traveller testing prior to arrival, unless they have answered “yes” to certain of the questions in the Self-Screening COVID-19 Questionnaire.

Hygiene Minimum Standards Throughout the Tour

- G Adventures will reinforce the importance of handwashing and sanitizing throughout the tour, especially before and after meals, prior to boarding a vehicle, and after touching any high-traffic or high-touch areas.
- G Adventures staff will also provide travellers with coaching on how to properly cover one’s mouth from coughs and sneezes to reduce the number of droplets and other hygiene standards. This will follow the CDC and WHO guidelines on hygiene standards.

Personal Protective Equipment

- The [WHO’s guidance](#) is that masks are an important part of the overall strategy to protect communities as well as travellers, however, they are only one part of a comprehensive strategy.
- Masks are **required** for all travellers and staff to bring with them on tour, wear on vehicles and in crowded areas, and wherever physical distancing of six ft./two m. is not possible.
- Travellers must bring their own masks and will not be able to participate in the tour unless they have and wear a mask (ideally reusable and non-medical).
- Wearing a mask means following the [WHO’s guidance on how to wear a mask](#); the mask must be worn over one’s mouth, nose and chin.
- If travellers do not follow the above requirements for masks, they will be removed from the tour at their own expense in accordance with G Adventures’ [Traveller Conduct Policy](#).
- Gloves are not required for travellers at this time, but travellers can bring them should they feel more comfortable.
- While we will make every effort to have hand sanitizer available, it’s requested that hand sanitizer be brought from home by all travellers to assist with hand hygiene.
- All G Adventures Chief Experience Officers (CEOs) will be outfitted with Personal Protective Equipment for the tour (masks, hand sanitizer, and optional gloves).

Public Physical Distancing

- G Adventures groups are most often no larger than 16 passengers.
- All passengers must try to keep a minimum of six feet (or the appropriate distance as per local regulations) away from each other wherever possible, and wear masks wherever physical distancing is not possible.
- CEOs will help enforce this, and it has been added into the [Traveller Conduct Policy](#) so travellers are aware prior to joining the group.
- CEOs will also assist with proactively attempting to move the group through highlights, tours, or experiences at off-peak periods if at all possible to limit exposure.



Accommodations

Accommodation Hygiene Measures

- G Adventures has developed mandatory language around increased health and safety for all accommodation suppliers. This has been incorporated into the existing Standard Operating Procedures and contracts moving forward, ensuring that our suppliers follow the same guidelines and recommendations as G Adventures.
- Accommodations that G Adventures use are chosen for their high standards and local roots, which means they are often smaller properties. This means less contact with others outside the group on a daily basis in public areas.

Some of the increased health & safety measures for accommodations are:

- Enhanced cleaning of all areas, including more frequent cleaning of common areas, meeting spaces, and back-of-house spaces.
- The use of cleaning checklists to ensure consistency of cleaning and disinfection practices.
- Barring an emergency and only upon request, no hotel staff will enter your room after you've checked in.
- Barring an emergency, no hotel staff will enter your room after it has been cleaned for the day.
- Properly maintain all pools, hot tubs, spas and water play areas (including disinfection with chlorine and bromine). Be sure to adequately disinfect other surfaces in these areas, set occupancy limits and enforce physical distancing.
- Ensure adequate supply of appropriate personal protective equipment (PPE) for employees. This includes face masks for all employees and disposable gloves for those involved in food preparation, room cleaning, and other facility maintenance, following CDC guidelines.
- Hotels to implement staff screening and self-monitoring policy for COVID-19 symptoms. Staff with symptoms will be sent/kept home and instructed to seek medical advice as per local health and safety regulations
- Train all employees on proper techniques for donning and doffing PPE.

These measures will continue to be reviewed and all hotels will be required to meet the minimum mandatory requirements of its jurisdiction.



Accommodation Physical Distancing

- All rooms for G Adventures tours are based on single or double occupancy with some exceptions. See trip details for more specific accommodation information.
- Those who are travelling solo have the option of sharing a room with another passenger, or purchasing a “My Own Room” (MOR) single supplement.
- G Adventures will work with suppliers to increase the number of MORs wherever possible.
- If someone travelling on their own is sharing with another passenger, that will be their roommate for the entirety of the trip whenever possible.
- Wherever possible, groups from G Adventures will stay on the lower floors of a property to limit elevator use.
- Hotels will implement physical distancing protocols in line with local regulations.
- Hotels have been requested to maintain physical distancing throughout the facility, including at entrances and exits, the front desk, concierge spaces, pools and beaches, fitness facilities, restaurants, and back-of-house areas.
- Reduced occupancy in areas of excessive air movement (e.g., close to doors and areas with drafts).





Restaurants & Meals

Restaurants/Meals Hygiene Measures

We have always carefully selected our food service suppliers and worked closely with them to ensure they are meeting health, safety, and cleanliness standards with their facilities, staff training, and food preparation and delivery. In the event that a CEO would choose a restaurant, we will either provide suggestions or require CEOs to review restaurants based on this list of criteria:

- Restaurants will need to comply with all local health and hygiene standards applicable to their operations.
- Single-use items should be discarded.
- Daily deep cleaning instituted for the entire establishment if it was not previously.
- All linens and napkins to be laundered with disinfecting laundry detergent at higher than usual temperatures if possible. Consider using disposable napkins.
- Avoid all food contact surfaces when using disinfectants.
- Travellers must wash their hands before and after meals, and using hand sanitizer at entrance is preferred.
- Breakfasts and other meals can be acquired in “grab and go” boxes. Family style/self-serve buffets are avoided for meals whenever possible. There may be opportunities for buffets in controlled environments where staff is serving (using appropriate PPE).
- Restaurant staff must be trained on, and comply with, all local health and safety regulations and able to answer questions about hygiene policies.
- Implement staff screening and self-monitoring policy for COVID-19 symptoms. Staff with symptoms will be sent/kept home and instructed to seek medical advice as per local health and safety regulations.

Restaurant Physical Distancing

- Separate tables or private rooms at the restaurants will be reserved wherever possible.
- More outdoor dining opportunities will be included.
- All restaurants will comply with local regulations around physical distancing.
- For any included meals, G Adventures will require restaurant employees to wear masks at all times.

Transportation

Transportation Hygiene Measures

Small private transport vehicles

- Every surface in all of the private vehicles used on tours will get at least one daily deep cleaning, and additional cleaning throughout high-traffic/high-touch areas.
- Hand sanitizing or washing will be required every time a traveller boards the vehicle.
- Drivers and any other vehicle staff will wear appropriate PPE on private vehicles. Appropriate PPE is defined as masks for the purpose of wearing, but also using hand sanitizer. Gloves are optional.
- Doors and other common touchpoints to be used only when necessary by staff.
- Touching luggage will be limited to the traveller, and the driver/staff when necessary.
- G Adventures will actively prioritize and work with operators who offer contactless solutions.
- Should there be any shared devices or touchpoints, they will be cleaned between each use.
- Suppliers to implement staff screening and self-monitoring policy for COVID-19 symptoms. Staff with symptoms will be sent/kept home and instructed to seek medical advice as per local health and safety regulations. CEOs will be trained to escalate should any supplier staff be symptomatic within their management team.

Public transportation

- Masks will be required to be worn on public transportation.
- When public transportation is used, precautions will be followed, like wearing appropriate PPE, moving during off-peak times where possible, etc., and it will be in adherence to local health and safety requirements.

Transportation Physical Distancing for Private Vehicles

- Each traveller will have a daily assigned seat. In the event that the assigned seat needs to be changed, those surfaces will be deep cleaned prior to the change.
- Masks are required to be worn while onboard by all travellers and staff.
- If air conditioning is available on the vehicle, it should be set to external airflow vs. recirculation. Windows should be open whenever appropriate.
- Wherever possible, leaving space between passengers on vehicles will be ideal.



Chief Experience Officers

All G Adventures Chief Experience Officers must:

- Complete mandatory COVID-19 Health & Safety Training prior to starting a tour.
- Be outfitted with PPE (masks and hand sanitizer, and optional gloves) and have access to more if required.
- Complete pre-tour pre-screening requirements to ensure that they are in good health and have no symptoms.
- Continue to monitor symptoms and stay in contact with local field offices and update accordingly.
- At this time, we are not instituting mandatory testing for CEOs, but they are to remain in constant contact with their field office teams and monitor their own symptoms.

CEOs will also:

- Support physical distancing efforts while on-tour, maintaining a minimum of six ft. or two m., or the local recommended distance.
- Provide local guidance on regulations and rules about COVID-19.
- Provide support if any passengers feel ill or need assistance finding local clinics.
- Attempt to visit sites when they are the least crowded whenever possible.
- Support the local teams with any emergencies.
- Follow all local health and safety regulations including physical distancing measures when off work or between tours.
- Report any suppliers who are not following the updated health and safety protocols, and physical distancing protocols.



Activities

Overall



- Before joining the activity, activity leaders and/or CEOs should ask guests to self-assess their physical condition and self-screen, and should inform travellers that if they are experiencing symptoms, however mild, or are in a household where someone has symptoms, they are advised to seek medical assistance as per local regulations and will be required to isolate from the group.
- We will endeavour to make all relevant information available to travellers about the risks involved with the activity, as well as all measures being taken to manage COVID-19 risks. Our partners will work to ensure guests understand the risks and what is expected of them to participate.
- Activity leaders and/or CEOs should adapt briefing to avoid the need to get close to guests when possible. For example, while fitting packs and shoes.
- Strive for physical distance during briefings and during the activity, always favoring open and well ventilated spaces.
- Activity leaders and/or CEOs should provide ample access to hand washing facilities and sanitizer. Ask that guests sanitize hands when entering any building or office facilities, before starting an activity and as often as needed throughout the activity.
- All equipment for activities on tour, including hiking poles, camping supplies, life jackets, snorkels, etc., will be cleaned thoroughly at least once a day and disinfected between use.
- The use of masks may be required for activities in the case of close interaction.
- When travellers are responsible for putting up their own tents, they will be given the supplies required to disinfect their gear.
- Activity leaders and/or CEOs should implement staff screening and self-monitoring policy for COVID-19 symptoms. Staff with symptoms will be sent/kept home and instructed to seek medical advice as per local health and safety regulations.
- Any local guides and support staff will follow the same policies as listed here and are required to physically distance and wear masks.

Sailing

Our Crew

- On self-catering tours — which includes the British Virgin Islands, Croatia, and Greece — all provisions purchased by guests will be sealed items only. Only a maximum of two guests will enter the grocery stores and provisions will be ordered online and delivered to the vessel wherever possible.
- Face masks are to be worn when six ft./two m. physical distancing cannot be observed, which would include all indoor common spaces.
- G Adventures will implement staff screening and self-monitoring policy for COVID-19 symptoms. Staff with symptoms will be sent/kept home and instructed to seek medical advice as per local health and safety regulations.



Activities

Sailing continued...

Boat Cleaning

- Disinfecting using the “Fogging System” with eco-friendly disinfectant on the return of each trip and before cleaning staff enter the vessel.
- Disinfecting of all internal surfaces including mattresses, pillows, and blankets.
- All used bed linen and towels to be stored inside sealed bags and taken off the vessel to the launderette on each changeover.
- All galley equipment such as plates, forks, cups, and glasses to undergo full disinfecting and placed into sealed bags before being stowed for the next guests.
- Disinfecting of all exterior seating and lounge areas prior to trip start and to be repeated on a daily basis throughout the trip.

Boarding and Group meeting

- Guests and crew will use masks during the group meeting which will include the welcome and safety briefing. The skipper will show each guest on an individual basis to their cabin and face masks are to be worn while inside the vessel at all times.
- Guests will wash their hands using hand sanitizer (provided by G Adventures) upon arrival to the group meeting. Seating will be set up in advance of arrival and marked with signage. This will be done in order to maintain a minimum of six ft./two m. physical distancing.
- Before the group meeting takes place and once everybody has arrived, the master/crew may check all guest’s body temperatures (depending on local regulations).
- Guests will be boarded one by one, and their luggage will be taken directly to their designated cabins and not left in common spaces.
- Guests will be provided with laminated leaflets on how to maintain physical distancing and best practice throughout the trip. Such laminated information will also be displayed on the walls throughout the vessel internally.
- Other laminated leaflets showing the symptoms of COVID-19 will be placed throughout the vessel.
- Upon guests being shown to their cabins, they will be encouraged to take warm showers and change into clothes that haven’t been used while off the vessel. Such used clothes shall be placed into sealed bags and stored within the guest’s cabins and should not be used again throughout the trip. There however will be at least one opportunity during the tour for the guests to have these items laundered (cost not included in the tour).

Disembarking

- Guests will disembark the vessel one by one, observing physical distancing and all crew will be wearing PPE including face masks and gloves while handling the unloading of luggage.
- Guests temperatures may be checked again (depending on local regulations) prior to disembarkation and such information will be entered into the log.
- Onward private transfers can be arranged by the crew locally and the use of public transportation will not be advised wherever possible.



Activities

Sailing continued...

Onboard Hygiene

- All guest and crew temperatures may be checked in the morning and again in the evening, and whenever arriving back to the boat prior to embarking (depending on local regulations).
- Guests must regularly wash their hands using alcohol-based sanitizers which are provided in common areas.
- Any footwear used ashore will not be permitted onboard and guests are to have separate footwear for onboard use only. Footwear used for land activities will be stored in an external dry compartment and sanitised using spray on a daily basis.
- Physical distancing of a minimum of six ft./two m. will be followed throughout the vessel both indoors and outdoors and all safety briefings may be broken into several groups in order to maintain this. Masks are to be worn where physical distancing of six ft./two m. or more is not possible.
- Masks must be worn at all times while using indoor common spaces. Guests are advised to bring their own masks, which, preferably, should be disposable as washing facilities may be limited onboard.
- Snorkel equipment will no longer be provided but guests may bring their own. Fins will be provided and designated at the beginning of the trip to each traveller. Fins will be disinfected on changeover days.
- Laundry facilities will be offered ashore on certain stops but will not be included as part of the tour.

Ashore time, optional and included activities

- No public transport will be used on the tour and all such transport will be arranged using suppliers and taxi services who can adhere to all such guidelines as published by the WHO.
- Establishments ashore — such as bars, cafes, and restaurants — that will be used as part of the tour are vetted by G Adventures and only used where COVID-19 measures are practiced and in place.
- We will take every opportunity to avoid visiting busy areas and we will aim to do so outside of peak times. We will reserve the right to alter the tour at any point if we are not satisfied that measures can be followed safely.
- We will continually assess and advise on the visiting of attractions such as museums, temples, beaches, and other areas of attraction. At any time we see it necessary, we will not visit such attractions but try to organise alternative activities or change the order of the tour, possibly visiting those attractions at a later time and/or not during peak hours. We will take every precaution to avoid areas of congestion and, when we do have to dock in busy ports and villages, extra precautions will be taken to ensure the safety of all guests and crew.
- All guest temperatures may be checked when embarking the vessel (depending on local regulations).



G Expedition

Please note: We are currently working with experts and partners to further define our *G Expedition* health and safety policies and will share additional information as soon as it is finalized.





Health Monitoring

It is imperative that any staff or traveller with symptoms feel comfortable sharing their concerns in order to assist in stopping the spread of the disease.

Below are the stages in the customer journey where both travellers and staff can monitor and share whether they have any symptoms.

Pre-Departure - Travellers

- All travellers are required to complete a pre-screening process through the Self-Screening COVID-19 Questionnaire and answer questions to ensure they are healthy to travel. Testing may be required depending on answers to the Questionnaire.

Pre Departure - Staff

- CEOs are required to fill out their Self-Screening COVID-19 Questionnaire within two days of their tour commencing.

On Trip

- All CEOs, staff, and travellers will be asked to monitor their own health and notify operations staff if they are suffering from any COVID-19 symptoms.
- CEOs will have a daily briefing in the morning (ideally at least one hour before next activity) to remind travellers daily about self-screening.
- CEOs will remind travellers to monitor themselves, review the common symptoms, and to speak to the CEO privately if they have any questions or concerns.
- If there are symptoms identified, the CEO will fill out an incident report. They will use this if there is a case of COVID-19 (for all travellers, CEOs, and vendors) or if there are symptoms identified on tour.
- Symptoms and the daily self-screening process will be detailed to travellers in the Welcome Meeting.

Removal of Travellers or CEOs

- G Adventures reserves the right to remove any participants or leaders from the group if they are unwell, show symptoms, do not comply with rules around health and safety, hand-washing, physical distancing, etc. and/or are unwilling to be tested. This information is reflected in our [Traveller Conduct Policy](#).





Prompt Responses

At G Adventures, we pride ourselves on prompt responses due to our thirty years of experience, and a comprehensive Critical Incident Management (CIM) policy, as well as a global CIM team who works through any emergencies that arise. G Adventures has created robust processes which will be put into place if travellers, CEOs, or staff members are symptomatic or test positive for COVID-19 before, during, and after the tour.

Protecting Communities

Protecting all vulnerable individuals — including both our travellers and the residents of the communities we visit — is extremely important to G Adventures, and thus a thorough review and assessment must be taken to ensure they are protected at all times.

G Adventures is taking inventory of all rural community-based partners visited on tours to assess and confirm readiness, to share the precautions G Adventures is taking, and to confirm consent to receive travellers. Community organizations reserve the right to cancel future trips if circumstances change or if they deem the risk too high over time.

Resuming Operations

When operations are able to be resumed, G Adventures will consider the following factors for each destination's reopening, based on the ATTA's guidelines:

Destination Travel Restrictions

- Will resume when there are no travel restrictions in place or G Adventures travellers and staff are able to comply with country travel restrictions. Restrictions around returning home should also be considered.

Destination COVID-19 Situation

- Using official resources and information available, the situation in-country will be assessed. As this will constantly change, it will be consistently monitored.

Airline Reliability

- If a destination will resume operations, a review of available flight routes must be undertaken.

Destination Test & Trace Program

- A consideration for whether a destination has a test, trace, and track program in place, and G Adventures must understand the testing policies in place.
- The rules around contact tracing apps should also be considered.

Community Impact Assessment

- Before resuming operations, a thoughtful impact assessment will be conducted to understand how operating a group trip in a region could impact the vulnerable communities.

Operator's Assessment of Destination COVID-19 Situation

- G Adventures will continue to monitor the situation even after a decision to resume operations has been made.

Evacuation

- G Adventures has a robust Critical Incident Management (CIM) protocol, in which evacuation is a key component. Destinations will be reviewed based on evacuation risks and capabilities.

Level of Clinical Care

- A destination's level of clinical care will be reviewed prior to re-opening.

Procedures For Staff/Traveller Showing Symptoms

- Procedures for staff/travellers showing symptoms have been created.

Post Operational Procedures For Staff/Traveller Showing Symptoms

- High level procedures for staff/travellers showing symptoms have been created, taking into consideration privacy responsibilities.

Separate internal review criteria that incorporates this information has been established and will be used to assess destinations prior to resuming operations.



In Closing

The safety of all travellers, staff, partners, suppliers, and communities is G Adventures' highest priority. This is an ongoing, complex, and fluid situation. This document reflects G Adventures' policies at the time of publication and is subject to revision at any time. All efforts will be made to publicize any revised versions of this policy but G Adventures will have no obligation to do so.

