



Health & Safety Guidelines

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between

**itravel GmbH
Köhlstraße 10b
50827 Köln
Germany**

and

all Hospitality, Agency, and Experience Partners

(hereinafter referenced as "DMC")

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1) Introduction

The protection of our guests, as well as the staff of the DMC, is of the highest importance to itravel GmbH, Köhlstraße 10b, 50827 Köln, Germany. By taking precautions and practising strict hygiene measures in all areas of a tour package, itravel GmbH and the DMC vow to counteract the spread of COVID-19, and, respectively, other airborne viruses.

Highest hygiene standards and attention from all DMC and suppliers during the handling of services for itravel GmbH are expected.

To get a common understanding of the hygiene standards and conditions, itravel GmbH recommends the following directions, applicable while taking care of our guests, regardless of local and national laws.

itravel GmbH focus lies on the following key aspects:

- The protection of our guests, as well as the staff of the DMC
- Implementation of hygiene standards during the handling of services for itravel GmbH
- Extensive revision of the status-quo of our DMCs' health & safety measures - the key is to share our knowledge and to encourage DMCs to follow best-practice examples

We are continuously updating our clients on the current developments and measures being taken by our DMCs and their suppliers. Continually providing the most updated information to our clients is also one of our main objectives.

All DMCs are subject to local regulations for their respective business type. We expect our suppliers to comply with all national and local decrees

We kindly ask our DMCs to please provide itravel GmbH with the following services:

- Ensure the implementation of and compliance with the hygiene standards established in this agreement
- Suggest and provide suitable standards to maintain hygiene and minimise the risk of infection to itravel GmbH
- Provide DMC's hygiene concept to itravel GmbH for review if available
- Inform itravel GmbH immediately after changes of regulations of visited destinations announced by local institution or authority

Additional services to be provided by the DMC:

- A 24-hour emergency/service hotline

- Emergency handling for clients
- Ensure to act in line with all local and national applicable laws and regulations

2) Operational measures

a) Hotels

Many hotels have their own protocols and (in case of hotels belonging to a specific chain) are aligned to the safety standards of their respective chain.

The DMC is kindly asked to assure a constant review of this material and prepare a checklist to double-check the status quo of the contracted hotels. This way, we will be able to assess our clients properly in terms of health & safety standards of our partners. In case a particular property does not comply with the minimum requirements, itravel GmbH encourages the DMC to contact the property and resolve the issues with that hotel, or find another property with similar characteristics which are complying with the health & safety standards.

Some of the suggested measures are:

i) Reception

- Check-in with separate areas, allowing social distancing
- Digital check-in options
- Methacrylate screens at reception/front desk
- Health checks of all guests upon arrival (temperature control, signing of a declaration about having no symptoms)
- Avoidance of luggage handling service
- Disinfection of luggage to be made available
- Automatic check-out options
- Box at the reception area to drop the keys, disinfection afterwards
- Multilingual information services – German is preferred

ii) Food & Beverage

- Only à la carte service, no buffets
- Reduction of the capacity of the restaurants and bars
- Establish time slots for breakfast, lunch and dinner
- Room-service breakfast or box breakfast
- Offer drinks in separate bottles only
- Regular cleaning of coffee/drinks machines and where possible offer contactless options, or to be operated by a staff member
- Consider minimising what is placed on guest tables and provide mono-packaged or disposable items if feasible
- Menus available in a digital format
- Proper treatment of goods before storing and use of certified suppliers only

iii) Public Areas

- Hand disinfection gel available in all public areas, especially in frequent contact points such as reception or elevators
- Reduction of the capacity of social areas
- Implementation of distance markers at highly frequented points
- Use of machines with contactless motion sensors (e.g., water dispenser)
- Implementation of footwear disinfection systems at the entrance and inside the hotel, for instance at the entrance to the restaurant
- Limitation of elevator capacity
- Reduced capacity of spa, gym, and pool or establishing a schedule for the use of those facilities on an appointment basis

iv) Housekeeping & Maintenance

- Focus on proper ventilation in all areas of the hotel
- Use of special filters for air conditioning
- Avoid all unnecessary documents and objects within the rooms, and the information is to be handed out digitally
- Vacuum sealing of specific items in the rooms
- Use of particular cleaning techniques, such as electrostatic sprayers with hospital-grade disinfectant, ultraviolet technology, or ozone machines
- Increase the cleaning/disinfection frequency
- Wash linens and whites with disinfection products at high temperatures
- Offer to not opt for housekeeping service for shorter stays
- Make sure there is enough time between check-out of one guest and check-in of the next guest to clean the rooms properly
- Special treatment of lost & found objects

All staff members of the different areas should be wearing masks and gloves, and do regular health checks. In the case of presenting any kind of symptoms, the staff member must be suspended with immediate effect.

Frequent training must be carried out to all staff members, making sure they are updated on the latest developments and health regulations. More prominent hotels and resorts are encouraged to have in-house medical service available and should appoint a health & safety manager.

b) Transportation

itravel GmbH recommends that all transportation companies used by the DMC comply with necessary sanitary measures to avoid the spread of Coronavirus, such as regular disinfection and cleaning of the coaches/vehicles, health checks of employees, and use of masks and gloves. We recommend that any staff member presenting symptoms must inform their supervisor immediately and has to be suspended until they are cleared of COVID-19.

Same goes for hotels: the DMC is kindly asked to provide questionnaires to check on the concrete measures being implemented by each company.

We propose the following procedures for transportation companies:

- Select only means of transport that guarantee a minimum distance of 1.5 meters between passengers
- If possible, the first row of seats behind the driver remains free
- Disinfection gel available on the bus
- No use of toilets on the coaches (they should remain locked throughout the services)
- Strict cleaning and disinfection procedures before and after each service with specific sprays and machines particularly for critical points like handles, armrests, headboards, and tables
- Separation of the driver cabin by methacrylate screens/if not possible, the first row of seats behind the driver should remain free
- In the case of non-public transfers, all drivers must wear a mask during boarding and loading and whenever masks are compulsory in public areas
- Removal of curtains and other fabric elements that could retain the virus
- Disinfection of the luggage compartment, as well as of the luggage as such/drivers should be asked to wear gloves for loading suitcases
- Vehicles should remain open during stops and between services to improve the natural ventilation

Depending on the destination, several national and local authorities are working on protocols that determine that vehicles may only be used at a lower occupancy (e.g., 60% of the total capacity) to comply with social distancing. The details depend on each country and vehicle type.

c) Activities

- If possible, and without lack of quality, split the group into smaller units for individual activities
- Ensure that all planned activities are feasible and scheduled in accordance with restrictions
- Maintain a minimum distance of 1.5 meters
- Staff at sights/activities must wear mouth and nose masks when in contact with guests
- Follow guidelines and guidance systems
- Only use audio guides that are disinfected after each use

d) Attractions

itravel GmbH encourages the DMC and all responsible institutions to establish time slots for the visits to avoid long waiting lines and overcrowding. The limitation of visitors per day or time slot will be key, as well as the implementation of lines clearly marking the minimum distance between one visitor and another in critical spots.

Essential health & safety guidelines, such as health checks of all staff members, use of masks and gloves, as well as frequent disinfection, are encouraged. Depending on the type of attraction, the ventilation of closed spaces is recommended. Disinfection gel should be made available, and staff members are to be suspended immediately in case of presenting symptoms.

Due to the highly differing characteristics of attractions, we are checking all procedures on an individual basis. The DMC will inform itravel GmbH immediately where any inconsistencies in the basic health & safety requirements are seen.

The DMC will try to avoid high agglomerations of people as much as possible and is happy to recommend alternative activities whenever necessary to our clients.

e) Restaurants & Shows

All restaurants and show venues used by the DMC have to comply with basic hygiene and safety regulations, such as:

- Select and prefer open-air restaurants whenever possible
- Frequent disinfection of all areas, furniture, and installations
- Health check of employees and immediate suspension in case a staff member presents any symptoms
- Staff is equipped with personal protection equipment and must wear face masks at all times, which also needs to be cleaned and disinfected regularly
- Every item provided to the customer must be disinfected before and after each use
- Disinfection gel available for guests
- Proper ventilation of all areas

The DMC will also encourage all restaurants and show venues to implement the following measures:

- Lower occupancy to guarantee social distancing or consider longer opening hours to reduce the number of guests
- Disinfection gel to be provided at each table
- Indicators of minimum distance at highly frequented spots (entrance, in front of the restroom entrance, or elevators)
- In the case of show venues, the first rows should be left empty to allow more space between artists and spectators
- Use of special air conditioning filters
- Consider minimising what is placed on guest tables and provide mono-packaged items if feasible
- Review payment method and try to prioritise contactless payment methods
- Guests should be asked to wear face masks when using common areas

The DMC is kindly asked to avoid restaurants and show venues that are serving food in a buffet style. Guides should remind clients to wear face masks when using common areas.

Restaurants and show venues need to follow national and local health protocols, regularly train their staff, and put particular emphasis on the proper treatment of the goods they receive.

f) River Boats & Cruise Ships

itravel GmbH suggests that all boat and cruise companies used by the DMC have to comply with necessary sanitary measures to avoid the spread of Coronavirus, such as regular disinfection and cleaning of the vessels, health checks of employees and use of masks and gloves. Any staff member presenting symptoms must inform their supervisor immediately and has to be suspended until they are cleared of COVID-19.

The following measures are being encouraged by ittravel GmbH:

- Disinfection gel available for guests
- Proper ventilation of all areas
- Indicators of minimum distance at highly frequented spots
- Depending on the type of vessel, lower the occupancy factor so social distancing can be guaranteed

Specific remarks for cruise ships suggested by ittravel GmbH:

- Health checks upon boarding, as well as obligation to fill out a health declaration before the trip
- Special training for the staff and medical team onboard, and how to deal with suspicious cases if being detected during the cruise
- Implement different mealtimes to reduce the occupancy of the restaurant
- Establish a lower maximum number of participants for excursions and carry those out in different time slots to guarantee social distancing
- Encourage the guests to bring their own equipment for snorkelling in case this is part of the activities of the cruise

In general, all recommendations for hotels can also be applied for cruise ships.

g) Guides

The DMC ensures that all involved employees, like guides, confirm by signature that they have been informed about the standards in this agreement, that they have understood them, and that they will adhere to them. ittravel GmbH kindly asks the DMC to please equip all guides with hand sanitiser and face masks. We recommend that guides are strictly obliged to report to the DMCs office staff in case they feel unwell and/or present any symptoms.

We recommend that the DMC prepare a protocol specifically for guides and that they will carry out regular training on this protocol and the latest national and local regulations.

Protocol for local guides and tour leader:

- Before starting any service/activity, guides shall pass through a thorough health condition exam. In case of fever or any other COVID-19 related symptoms, guides should be substituted by another guide and shall not be in personal contact with any SAT staff and/or the office.
- Guides/tour leaders shall make use of their EPI at all times, wash hands, and motivate the guests to do the same whenever possible during a tour. Guides shall make sure that passengers wear masks at all times
- Guides/tour leaders shall have their own hygiene kit, which includes masks, rubber gloves, paper napkins, sanitiser,s and thermometers

- Guides must follow and brief guests to:
 - practice hand hygiene
 - keep a minimum distance of 1.5 meters (from guests and colleagues, also in corridors and toilet areas)
 - avoid embracing others or shaking hands
 - avoid participating in any activity in case of showing signs of the virus and contact medical service immediately
 - observe the registration obligation
 - adhere to etiquette when sneezing and coughing
 - pay contactless where possible
 - wear a mouth and nose mask if necessary by law and particularly where distancing is not possible and no spatial separation is available except at a table in a restaurant
- Guides/tour leaders shall sanitise bus/airport signs before use; microphones in the vehicles and during the tours shall be protected with a plastic film before each use
- Guides/tour leaders shall make sure that social distancing of the passengers is respected at all times. Especially inside vehicles, they should make sure that passengers are accommodated with the necessary distance
- Each day, guides must ask every guest if they have any viruses/acute viral symptoms
- In the event of a passenger presenting symptoms, like a fever, coughing, or other COVID-19 related symptoms, the guide/tour leader shall report it immediately to itravel GmbH. The passenger shall be immediately isolated from the rest of the group and requested to be examined by a doctor. Further steps on how to proceed in case of a COVID-19 positive passenger shall be decided together with itravel GmbH (see “Crisis Communication” below).
- Guides/tour leaders shall have available at all times all necessary emergency numbers for the health authorities, consulates, and embassies
- Before visiting touristic sites, museums, and other areas where agglomerations may occur, the necessary protocols shall be acknowledged and respected at all times
- The use of written material such as maps, welcome letters, and pictures shall be avoided at all times. Guides/tour leaders shall refer to the use of specific websites in case passengers request more information about the visited destination
- Guides must explain to guests that refusing handshakes is necessary and not impolite
- Guides/tour leaders shall do, upon arrival of the guests at a specific destination, a detailed briefing on the local hygiene regulations as well as on the policies of their next hotel
- If the DMC/guide has to make changes to the tour as a result of circumstances beyond the DMC’s/guide’s control, all guests must be informed about any changes immediately

h) Miscellaneous

The DMC can provide headsets for individual tours and some destinations to make sure guests can maintain the recommended distance between each other.

If requested, the DMC will provide hygiene kits with face masks and hand sanitiser

i) Safety & Security

- In general, we ask the DMC to please adhere to local safety and national security regulations and laws. This includes, but is not limited to, fire safety, food handling, hygiene, incident report requirements, vehicle safety inspections, driver training, first-aid training, and onsite emergency equipment
- We recommend that the DMC adheres to international, national, and local laws regarding human trafficking, exploitation and working conditions, corruption, human rights, terrorism, and sanctions
- Treat all customers and staff respectfully and fairly
- Protect information and privacy of guests and staff
- Maintain necessary insurance policies relevant to all activities
- Always try to minimise risk, try to identify issues, and notify itravel GmbH and customers immediately about possible actions
- Actively promote hygienic safety and security standards to vicarious agents/subcontractors
- Perform self-audits and check your quality controls

3) Health Protection Plan

The DMC should have developed a health protection plan in case of a COVID-19 infection of guests and staff. This action plan should include:

- The DMC is asked to provide access to medical health care
- The infected staff member or guest should be immediately isolated from others
- We recommend that all staff and guests who had contact with this employee/guest should be tested for COVID-19
- Provide timely information to employees and guests on the latest developments
- The DMC will take care of a replacement for the guide/driver
- If services were skipped or missed due to COVID-19 infection of a staff member or guest, the DMC will inform itravel GmbH about any additional costs that might have occurred
- The DMC will take care of all expenses that might occur due to a COVID-19 infection of a staff member
- The DMC is kindly asked to inform the guide/driver what to do in case of a COVID-19 infection
- In case of a COVID-19 infection of one of the guests, the DMC has to make sure that the remaining group/guest can continue their travel/tour
- The DMC should check if German-speaking doctors are available, which would allow the clients to speak to the doctor in the comfort of their language in the doctor's office or while talking to them on the phone
- The DMC is asked to assist clients and itravel GmbH with all transfer/flight/accommodation services in case any travel restrictions or bans/closed borders might occur

a) Quarantines

If customers should be put into quarantine according to medical and official orders, the DMC is asked to please inform itravel GmbH immediately. Furthermore, the DMC should collaborate with its partners to provide the customer with a transfer to a medical facility if mandatory. If it is not compulsory to stay in a medical facility during quarantine, the DMC has to assist clients in organising suitable accommodation that meets the requirements for a quarantine. The costs incurred by this will be charged to the customer and not to itravel GmbH. All measures should be aligned with authorities and governmental institutions

b) Testing for COVID-19

- The DMC is asked to please help the clients get access to medical healthcare in case they need a COVID-19 test for their travel back home/onward journey, or if the guests are suspected for a COVID-19 infection
- Any costs should be reported to itravel GmbH but are covered by the guests only
- The DMC must ensure the feasibility to organise testing for COVID-19 at any place and at any time (e.g., necessary transfer, accommodation) during the trip of clients