



COVID-19 CUSTOMER GUIDELINES



GENERAL INFORMATION

At Macs Adventure the health and safety of our customers and supplier partners is our priority and we want to make sure that everyone feels safe and secure. Although some governments have lifted or eased pandemic restrictions, many maintain some regulations which we advise you adhere to. Regardless, there are still steps you can take to reduce the risk of catching and spreading COVID-19. The virus hasn't gone away but we're well prepared, and we can reassure you that our suppliers take the necessary measures to facilitate a safe and enjoyable trip.

This document outlines what you can expect from your travel experience and offers useful guidelines and best practices to give you a general understanding of how our partners handle their day-to-day protocols.

This will require some as you play your part in making sure that health and safety guidelines are followed. It is therefore important that you read this information before setting off on your trip. As a result, we are certain that you will have a wonderful experience!

There are some excellent sources of guidance, and we recommend the following:

[WHO](#)

[US Department of State](#)

[Centers for Disease Control and Prevention](#)

For international travel:

The regulations governing international travel will vary across different borders and we recommend that you check what requirements are expected before you travel.



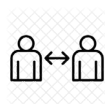
YOUR TRAVEL DOCUMENTS

At the time of confirmation, your travel documents will be accessible in your “My Account” for you to review and print if preferred. Closer to departure, you may receive more information and this will consist of a welcome letter, luggage tag(s), and guidebooks and maps if required. Please note that some of our trips are digitally delivered and therefore no additional resources, such as maps and guidebooks will be necessary. These tours are fully loaded on our Macs Adventure Smartphone App and provide you with GPS tracks to follow, or turn by turn route notes, or both, depending on the tour. More information on how to download the app and how to use it, can be found in your tour information pack or [here](#).



HYGIENE AND SANITIZATION

- Keep a face covering with you as you may be required to wear one at times, i.e., when travelling on flights/public transportation, in public spaces, and in a taxi. If you are unsure, please check local guidelines
- If using a fabric mask, make sure to change it regularly and wash your hands often and thoroughly or use hand sanitizer if you do not have access to a sink
- Avoid touching your face with unwashed hands and always carry hand sanitizer with you
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze



BE DISTANCE AWARE

- Adhere to local social distancing regulations and be respectful of the individual space of staff and other travelers where possible
- Respect the procedures set by your accommodation, the restaurant, or the transfer company



COVID-19 SYMPTOMS AND LOCAL INFORMATION

- If you have tested positive for Covid-19 infection (high temperature, persistent cough, difficulty breathing, sore throat, loss of sense of smell or taste) please self-isolate immediately and alert the Macs Adventure office.

- If you test positive while you are on your trip you will be asked to curtail your trip or extend your stay because of your positive test. We recommend that you seek immediate advice from your travel insurance company for assistance (always travel with a copy of your policy).
- Always follow local guidelines concerning Covid-19 to assist in reducing the spread of disease within the local communities



WHAT TO EXPECT ON YOUR TOUR AND THE NEED FOR FLEXIBILITY

The following information comes from our local suppliers and contains examples of Covid-19 hygiene procedures they may have in place.



ACCOMMODATIONS

- Since more time is needed to clean rooms between guests, the check-in time may be later than usual and the procedure slightly different
- Breakfast may be a different experience than usual i.e. you may be required to pre-order breakfast. If you can eat in a breakfast area, you may be required to have a time slot
- You may be asked for any extras to be paid for with a contactless card to reduce interaction with staff
- It is possible that some services may no longer be available, i.e. laundry, tea/coffee facilities, anything that may enhance the spread of the virus on surfaces. Also swimming pools, spas etc. may not be open
- If you are staying in a mountain hut, they may have implemented their own social distancing measures. Each hut will handle this in a different way, so please check out their website for requirements before you travel. Generally, however, you will be expected to take your **own sleeping bag** as bedding may now not always be provided.



MEALS AND DINING OUT

- Hygiene information will also be available in restaurants, cafes, and pubs
- Book a table for dinner in advance to avoid disappointment
- Inns, huts, and excursion destinations along the trails may not be open. Please inquire about opening hours on site each day
- Popular inns, huts and excursion destinations can be busy, and restrictions mean that they will host significantly fewer guests than usual. There may be a lack of space/waiting times at lunchtime. We therefore advise you to take a picnic as a better option, rather having to wait in a queue.



LUGGAGE TRANSFERS AND TAXI TRANSFERS

- You may be required to wear a face covering in a taxi transfer
- Luggage will likely need to be collected and dropped off just inside the front door of your accommodation.
- Luggage transfer companies have told us that they will be sanitizing their vehicles regularly and spraying luggage handles with disinfectant before and after transferring it. Preferably, you should take robust bags that have handles that are made of man-made materials, rather than leather. Please be advised that we cannot be held responsible for any damage this may cause to your baggage
- There may be a perspex screen between the customer and the driver in taxis
- Taxis may carry fewer passengers in each vehicle and passengers may be required to sit in the back



FLIGHTS AND TRAVEL

When flying you should:

- Keep your distance where possible and wear a face covering if required
- Wash and sanitize your hands regularly
- Not travel if you have experienced any Covid-19 symptoms in the past 7 days or if you are sharing a household with someone who is experiencing symptoms
- Check-in online to avoid face-to-face contact at the airport
- It is also advisable to check the travel regulations with your airline just before you depart to ensure that you are aware of any recent changes

MISCELLANEOUS INFORMATION

- If there are any museums or galleries you wish to visit during your tour, it would be wise to call ahead and see if you need to book in advance. Fewer visitors may be allowed to enter a building.
- Please remember to pack sufficient masks or other mouth and nose protection to last throughout your holiday
- If your tour includes traveling on public transport, such as buses and trains, ferries, or mountain lifts, find out about the respective connection daily, as timetables may be subject to change. In places, separate timetables apply, such as on weekends
- If you are going on a cycling trip, please bring your own helmet in order to reduce the risk of infection

The current situation with Covid-19 is constantly changing and we are dependent on your help to revise any information as frequently as possible. We kindly ask you to be aware of



changes and keep informed about the current Covid-19 local and national guidelines in your travel destination before setting off on your trip.

We feel that providing this information is in everybody's best interests and although these measures are part of the "new normal", we know that when you are out walking or cycling in the countryside, the thought of these guidelines will simply fade, and you can fully enjoy the fresh air, being outside exercising and feeling nourished and energised.

We look forward to you travelling with Macs Adventure!