



# Going Places!



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## **Road Trip TT**

### **Customer Health and Safety Protocols**

#### **Customer Safety Protocols**

1. These Health and Safety Protocols will be communicated with customers in the following ways: on social media; via our website; sent when patrons make a booking and also sent in the reminder email customers receive a few days before the activity.
2. In the reminder email that is sent to customers by the administrative team a few days before activities, patrons will be asked if they are experiencing any flu like symptoms or asymptomatic signs and if so asked to not attend the activity and will be given a credit note based on our Refund Policy.
3. As per the current national health and safety guidelines, mask wearing is optional on our activities as well as in the transportation provided. Some places we visit may have mask wearing as mandatory however.
4. Before each activity, the Team Lead will use an infrared thermometer to assess the temperature of each customer. Customers with a temperature of 38 degrees Celsius or higher will be considered as having a fever.
5. No customer will be allowed to participate in an activity if they are displaying flu like symptoms or that has a temperature reading over 38 degrees Celsius and will be given a credit note based on our Refund Policy.
6. Customers will be encouraged to practice proper personal hygiene throughout the activity.
7. We also recommend that customers walk with their own personal hygiene products including hand sanitizer, wet wipes etc.
8. Customers will be encouraged to maintain a minimum of 6ft among themselves particularly outside of family/kinship groups.

*adventure outdoors travel*



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### **For Your Safety:**

1. Our Team Members have been trained in our Health and Safety Protocols.
2. On the day of the activity, team members will have their temperature tested with an infrared thermometer. Any team member with a temperature of 38 degrees Celsius or higher will be considered as having a fever and not be able to participate in the activity.
3. We will ensure all equipment used is sanitized prior to each activity.
4. Maxis/Boats will be sanitized no greater than 24 hrs before the activity.
5. Upon boarding the various transportation, patrons will be let on in small groups no larger than 5.

### **Throughout activities customers will be reminded of the following:**

- ✓ Keep your distance from others (6ft)
- ✓ Wash your hands often with soap and water or use an alcohol based sanitizer
- ✓ Cough into a tissue or into the crook of your elbow
- ✓ Avoid touching your face

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