



## VILLA'S COVID-19 SAFETY GUIDELINES

Villa Carlotta Travel is committed to conducting tours to the highest possible safety standards to protect the health and wellbeing of our passengers and staff. We continue to act on government advice regarding hygiene and safety recommendations to help reduce community transmission of COVID-19.

**Here's what we're doing to help keep you safe on tour:**

### **Physical distancing**

- We are operating tours at reduced capacity to maintain physical distancing guidelines.
- Two seats directly behind driver will be left vacant at all times.
- Entry and exit of vehicles will be managed by Coach Crew in order to maintain physical distancing. Passengers seated at the rear of the coach will board first.
- Passengers will be randomly allocated a seat at the start of the tour.
- Due to physical distancing requirements, our staff are unable to offer passengers assistance up and down stairs.
- Passengers will be required to handle their own luggage, so please pack light.
- Passengers may be asked to wear a mask for their own safety and the safety of others.

### **Cleaning vehicles**

We've always kept our coaches clean and encouraged good hygiene on our tours, however, we introduced some new safety procedures in order to better protect our employees and passengers.

- Documented regular cleaning and of all touring vehicles with disinfectants that are recognised as being effective against COVID-19.
- All high touch surfaces (handles, arm rests etc.) will be wiped down and disinfected with hospital grade disinfectant daily.
- Disinfectant wipes will be offered to passengers as they board our coaches.
- Passengers must sanitise their hands every time they board the coach.

### **Monitoring and maintaining your health**

All Villa Coach Crew have completed COVID-19 Hospitality and Tourism Hygiene training and have had this season's flu vaccination in order to provide the best possible care to passengers on tour in the current environment.

- All passengers are required to complete and sign a self-certification questionnaire stating that they do not have cold or flu symptoms prior to boarding our coaches.

- Passengers and Coach Crew will have their temperature checked daily.
- Coach Crew will facilitate and encourage optimal personal hygiene through reminding passengers to wash hands and sanitise regularly.
- Passengers are required to sanitise their hands whenever they enter a venue, and whenever they board the coach.
- We recommend all Villa passengers consider consulting their doctor before travelling and consider vaccinating themselves against the flu.

*The best thing we can all do is assume everyone else has a cold and be proactive in maintaining physical distancing and good hand hygiene.*

### **Please help us to reduce the spread of COVID-19 and other illnesses**

We are working hard to help reduce the potential for transmission of COVID-19 and other illnesses on tour. In turn, we ask that you help us by committing to the following:

- Please don't travel if you are feeling unwell.
- Wash your hands and sanitise regularly, especially before eating.
- Cover any coughs or sneezes and dispose of used tissues promptly.
- Maintain a healthy distance from other people on tour.
- If you become unwell on tour, self-isolate and advise Coach Crew immediately.

Please call us on 1800 066 272 if you have any queries regarding your health and safety on tour.



In alignment with the globally recognised:

