



Standard Operating Procedures

UNVENTURED CITY TOURS

We have always believed in complete transparency and setting the right expectations with our travellers. We have evolved over the past 6 years and our greatest learnings have come from our well-meaning travellers.

The intention to share our SOP with you is also for the same reasons, we did not ever expect to put together a COVID 19 containment SOP, but here we are and we are learning everyday as we gain access to addressing the situation in more capable ways. As you read on, we are sharing with you some of the new procedures that we've introduced to protect you and us while giving you insider's insight into our best practices.



**Your Safety is
our Safety**
Together we unlock
our world to explore
again

Unventured Commitment

UNVENTURED



A sensitive and conscious team



Latest information, knowledge and insights (through regulators, partners)



Safety and hygiene protocol (for Vendors, Partners, Tour Leaders, Transporters, Transport Vehicles)



On tour contingency plan in place for all our tours

Unventured tours are aided with right guidance and safety measures to make them a memorable experience for all our guests. To ensure this, we are committed to adhere to the following steps:

1 Enquiry and Booking process

01

Information and knowledge of the local region through regulators and partners.

02

Understand in brief the guest's travel history

03

We encourage booking private tours and small group tours. There will be a maximum of only 6 guests per tour. If there are more, the tour will be split into 2 separate groups.

04

No bookings will be confirmed online. All confirmation will be post latest safety updates in the local region.

05

All transactions will be online and there will be no cash transactions.

06

All guests and Unventured Tour hosts will sign a Self assessment and waiver form that can be filled and submitted online. – Read Our [Self assessment and Waiver Form](#)

2 Pre-Tour Safety



All guests are requested to share their recent travel history



Welcome email with latest local information and developments on rules and regulations will be shared 12 hours prior to the tour.



All guests are to fill out a self-assessment form



Domestic travellers must share their recent "Aarogya setu" App status.



Every traveller post booking and before the start of the tour will be given a set of safety instructions including a list of DO's and DON'Ts

Mandatory precautions



All guests must wear a face cover and carry alcohol based hand sanitizers on them throughout the tour. A spare set will be carried in person the Tour Host.



All guests must carry their own water bottles.



All guests must adhere to the rules and follow instructions set forward by Unventured.



Check for symptoms like fever, cough, sore throat and tiredness prior to the tour. If you have any symptoms associated to COVID 19, please avoid the tour.

3 Tour Leaders & Crew Members



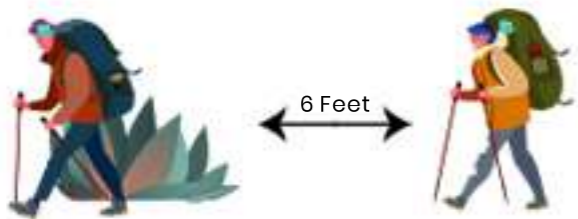
Tour Hosts will be briefed about physical distancing and sanitization.



Tour Hosts will greet guests with “Namaste” and there will be no handshakes.



While meeting guests, Tour Hosts will wear a face cover.



Tour Hosts will maintain 6 feet distance from the guests



Tour Hosts will guide you with touch points through the tours and spare disposable gloves will be carried in person.



Tour Hosts will ensure the guests are always accompanied or are in sight and not far from them.



As a part of introducing your Tour Host, a screen shot of their recent “Aarogya Setu” status will be shared via email and reconfirmed with you when they meet you on the tour.



They will check the temperature of all guests prior to the start of the tour, and anyone running more than 98.6 degree Fahrenheit will have to adhere to our contingency plans. (The tour host will immediately assist you to safely return to your place of accommodation or the nearest fever clinic).

4 Transportation



All transporters and drivers will download Aarogya Setu app. and share the information with Unventured prior to the tour.



Vehicle will be disinfected prior to guests boarding. Frequent touch points will be sanitized.

[Watch our Vehicle sanitization video HERE.](#)



Drivers will maintain hygiene and maintain minimal conversations.



Drivers will wear masks and use sanitizers throughout the tour.



Sanitizers, face masks and surface cleaning sprays will be stocked in the vehicle.



There will be sufficient spacing between travellers inside the vehicle if it's a group travel.



Air conditioners will not be used.

5 Cycles



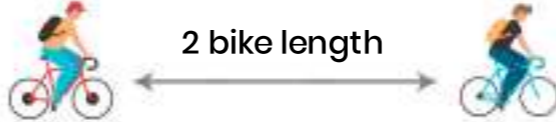
Cycles will be sanitized prior to the tour



Guests will be briefed about the constant touch points that they can sanitize pre and post the tour with a surface sanitizer.



Freshly washed helmets will be provided.



All guests to maintain 2 bikes length distance during the ride.

6 Food



All Unventured tours w.e.f 1st July 2020 will not include local food experiences, instead pre-packaged food boxes will be provided.



The pre-prepared food would be prepared and monitored under safety requisites.



For short duration tours that do not include a meal, travellers can carry their own snacks or short eats.



There will be no stoppages at unfamiliar restaurants or cafes for breaks during outstation tours.



If visiting a restaurant is required during the tour, it will be only at a place that has been pre-qualified by Unventured and where safety standards are adhered.



Unventured follows a no plastic policy and hence bottled water will not be provided. However, in case of active tours where there is a support vehicle, we would be carrying water cans. Guests must carry their own water bottles that can be refilled at places suggested by Unventured.

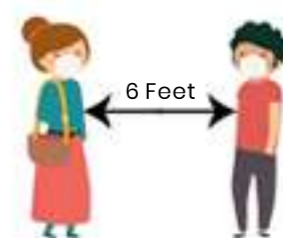
6 Vendors and Partners



Greet guests with 'Namaste', and no hand shakes.



Always wear masks and gloves during interactions.



They will keep a minimum 6 feet (2 arms length) physical distance from the guests.



Sanitize the frequent touch points.



Provide guidelines and insights on "Do's" and "Don'ts" and safety measures adapted.



Allow only 1 or 2 guests at a time inside confined spaces.

5 Physical Distancing on Tours:



Guests must wear masks at all times during the travel.



All guests must maintain a physical distance of 6 feet (where possible).



If any particular area is crowded, such spaces will be avoided.



If public spaces or facilities need to be accessed, using sanitizers and using disposable gloves is a must.

Cancellation Terms

Unventured Expeditions has always had a Force Majeure policy in place for all travelers, meaning that should an event beyond our control – for example a natural disaster – prevent you from taking a tour, your tour will be refunded in full. We are now treating the COVID-19 pandemic as a global force majeure event. We understand that your concerns are stretching around the globe right now, and we want to respond to that.

What does this mean for you?

Effective 1st July, you can receive a full refund on any tour you book, if you choose to cancel due to the Coronavirus 12 Hrs before the start of the tour. You can book your tour with confidence, knowing that if the global situation changes and you choose not to travel because of this force majeure situation, you will receive a full refund (or credit, should you wish). This new cancellation policy will be in place from 1st July, 2020 and will be reassessed from time to time.



A 100% cancellation fee will be charged only if you choose to cancel the tour less than 12 hours prior to the start time.



If Unventured Expeditions cancels the tour within 12 hours prior to the start time, the full amount will be refunded to you.

Disclaimer

Unventured is committed to your safety starting from procuring latest information on travel destinations to planning a safe and hygienic environment on your tours with us. All outdoor activities during this period involve some amount of risk. However, Unventured does not take responsibility for any kind changes in the information or updates provided by the regulators within short notice. It is mandatory for guests to fill the self – assessment form and waive Unventured Expeditions off any COVID -19 related litigations.

For more information write to us at get@unventured.com

or call us at +91 80880 94224



www.unventured.com