



Standard Operating Procedures for Getaways and Long Haul Tours

UNVENTURED LONG DURATION TOURS

You're cared for and it's our job to make a memorable journey when you #GetUnventured on our perfect adventures curated just for you. With the world facing the global pandemic and being locked down in their houses for long periods of time, we understand that there's an urge to step out.

As Unventured gears up to #RestartTourism with tour departures from October 2020, we have created a list of standard operating procedures to ensure that we follow the safety guidelines to ensure a safe travel eco-system for all.



Unventured Commitment



Sensitive and aware team



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



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



On tour contingency plan in place for all tours

Unventured tours are aided with right guidance and safety measures to make them a memorable one for all our guests. To ensure this, we have set procedures:

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 and small group tours.

04 Once we receive a booking, we will monitor the situation of the travelling destination and ensure it is safe to travel before confirmation.

05 All payments will be via online platforms and there will not be any cash transactions.

06 Travellers are must sign a self assessment and declaration form that can be submitted online.

07 All documents including Tour brochures will be shared via electronic media.

2 Pre-Tour Safety



Travelers are expected to share your medical and travel history since January 2020.



A welcome email with a Tour Dossier that includes latest regional information and developments on rules and regulations from the authorities will be shared.



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



Travelers must wear masks and use hand sanitizers throughout the tour



Travelers must carry own reusable water bottles

Mandatory precautions



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



Check for symptoms and temperature prior to the tour. If you have a fever or cough, skip the tour.

As a part of screening process, travelers need to answer the following questions



Have you been using masks and sanitizers?



Information about travel and accommodation in the last one month.



Present health status (any symptoms?)



Have you been tested positive for Corona earlier?



Have you or any of your family members been quarantined earlier?



Was your place of stay in a safe zone?



Submission of self-assessment waiver form

3 Tour Leaders & Crew Members



Let's go "Vocal for Local" way of greeting! Our team will follow physical distancing and will be greeting you with a smile and our good old traditional gesture of "Namaste"



Your health is our primary concern and we want to be sure you're fit to get on board for the journey. Traveler's will be checked for temperature and anyone running with a temperature of more than 98.6° F will be immediately directed to get in touch with local medical authorities.



Note: If a traveler has a temperature indicating fever, kindly inform in prior to Unventured TL. This has to be addressed to Health authorities at the earliest and the traveler can not continue with the tour



While we maintain distance, the tour leader will be looking for the group to be together and in their sight.



You're advised to wear and carry a three-layered mask & alcohol based hand sanitizer. The same will be available with Tour Leaders, if required on the journey.

4 Transportation

Pre Tour











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



A detailed disinfecting the vehicle after completion of every use - See the video here [HERE](#).

On Tour

-  Vehicle will be disinfected prior to guests boarding every day on the tour
-  Frequent touch points such as seats, seat backs, windows, screens, handles, door locks etc. will be frequently cleaned with disinfectant
-  Drivers will maintain minimal conversations on the journey
-  It's mandatory for a driver to wear a mask and use hand sanitizers often.
-  Enough sanitizers will be stocked in the vehicle for the entire tour
-  Avoid use of air conditioners when traveling and keep windows open
-  Physical distancing will be maintained between travelers inside the vehicles
-  Adjacent seat will be empty for group departure

5 Cycles



Cycles will be sanitized prior to the tour



Riders will be briefed about the constant touch points that they can sanitize on regular occasions during the tour



Freshly washed helmets will be provided.



2 bike length



Riders to maintain 2 bikes length distance during the ride

6 Food



All Unventured tours w.e.f 1st July 2020 All our tour hosts are trained in food handling safety and are receiving enhanced training on CDC & WHO safety guidelines. In addition to wearing gloves, this year they will also be wearing face coverings during food preparation.



All pre-cooked meals served during the tour will be cooked following necessary safety protocols by trusted partners



There will be no stops 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 will be carrying water cans. Travelers must carry their own water bottles that can be refilled at places suggested by Unventured that are safe and hygienic.

7 Vendors and Partners

Accommodations (Hotels/ Resorts/ Homestays)

Pre Tour



Properties we are working with are hygienic and well maintained to welcome the guests for travel with precautionary safety measures given COVID 19 situation.



Where possible, the entire property will be arranged for one group of travelers OR one section of the property to our group.



Guest details including Travel & medical history to be sent in advance for guest registration along with government approved identity card, any other information required by the hotel via Email/WhatsApp



We recommend of using Arogya Setu app (Hotels/Resorts are expecting these information while check in)



All check-in formalities will be completed online to reduce direct contact time at the property

On Tour



Greet a local with a Namaste.



Maintaining minimum 6 feet distance at counters.



All customers, crew members and tour leaders will adhere to disposal of masks, tissues and other accessories safely and in a hygienic method.



Guests' temperature will be taken during check -in & once a day during their stay and screening luggage bags for disinfection process.



Note: Guests running a temperature of more than 98.6° F will be immediately directed to get in touch with local health authorities.



Sanitising kit to be available in all sections of the property



Restaurants and seating in the lobby will be reconfigured to ensure safe distances are maintained between guests. Kindly follow the instructions which are imposed by Unventured & properties.



We do not encourage using bottled water at property.



We recommend you to use your own towels for refreshing.



Sanitize your hand after touching elevator buttons, door handles, light switches, tables and counters, armrests of chairs, TV buttons and remote controls, telephones, air conditioner (A/C) buttons and remote controls, Kettle handles, fridge door handles, bathroom including door handle, door lock, toilet seat and buttons, taps, wash-basins



There should be a proper disposal of masks, tissues and other accessories to ensure safety & hygiene.



Staff will be trained for minimal contact/communication during service



Activities area like swimming pool accessories to be cleaned and sanitised



Cashless transactions are encouraged to avoid touch points.



Check out plans will be informed in advance to avoid wait times.



Safe distancing norms to be maintained while use of all common spaces

Post Tour



Rooms will be sanitised post check out and we recommended to keep vacant for 48 hours and then allocate for next travelers.

For Kids



Private Groups - Travelers are requested to follow safety measures for safety & hygiene of their children



Ensure physical distancing for kids with crew members



Preferably using small size mask for children

8 Physical Distancing on Tours:



Guests must wear masks at all times during the trip.



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.

Revised Cancellation Terms

Unventured has revised its cancellation policies w.e.f 1st July 2020 to manage unforeseen circumstances that could arise in the present pandemic situation.



A 100% cancellation fee will be charged only if you choose to cancel the tour less than 7 days from the day of the tour.



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 through your journey on our tours with us. All outdoor activities during this period involve some amount of risk. However, Unventured does not take up responsibility for any kind of changes in the information or updates provided by the regulators within short notice.

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www.unventured.com