

DISCOVA

Health & Safety Standards



Post-Covid Health and Safety Standards

4 June 2020 - Revising standards for the health and well-being of your customers

Discova have always had a robust Health and Safety System, but we recognise that the world has changed and travellers' expectations have changed with it.

We have amended our operating guidelines to ensure that customers are as well-protected as possible while in our care.

This set of revised steps and standards have been compiled based on recommendations from relevant authorities, including the World Health Organization and the World Tourism Organization.

These standards will be in place until further notice, and will consistently be reviewed as the situation changes to align with best practices and official recommendations.



Safety Measures

Discova guides, drivers, airport reps and in-destination hosts will be wearing masks for protection. They have been supplied with masks should our guests require one. It will be mandatory for any guest to wear a mask if they display flu like symptoms until they get medical attention.

All guides, drivers and vehicles will have hand sanitiser on hand for our guests' use.

A list of medical facilities in cities/towns where Discova tours operate are on hand should any guests require medical assistance.

All guides and drivers have been trained on relevant policies and reporting procedures.

Staff exposed to potential or confirmed cases will go into 14-day isolation until suspected case is cleared or they are medically cleared for work.

Health & Safety assessments are conducted in line with Discova's Safety Management System.





Tracking and Reporting

Discova has a robust Incident Response Plan and process.

Reporting of any incident or suspected case is made to Discova's Incident Response Team and thoroughly investigated.

Contact details for all travellers must be provided to Discova prior to the start of any tour and will be stored for 30 days after the end of the tour for notification purposes. After 30 days, this information will be destroyed in a secure manner in compliance with all relevant data security laws.

Depending on local regulations, temperature testing may be required at local attractions, restaurants or hotels.

All guides and drivers undergo a detailed health & safety training program.

Discova will always follow local laws and regulations pertaining to public health and safety.



Vehicle Sanitisation

- Drivers will clean and disinfect commonly touched surfaces in vehicles with alcohol solution after each transfer service.
- If a vehicle has transported a guest that is suspected or confirmed to have Covid-19, a full sanitisation of the vehicle will be carried out. All cleaning materials will be disposed of safely, immediately after cleaning.
- All vehicles will be sanitised according to best practices on a weekly basis.

Food & Beverage

- Self-service buffets and share plate dining styles will be avoided in favour of à la carte dining, waiter-served meals, or waiter-assisted buffets.
- Food will be apportioned for individual serves on our culinary tours.



Airport Transfer Services

- Masks will be worn by the Discova team at all times.
- All vehicles will have hand sanitisers on board which guests will be asked to use when boarding our vehicles.
- Masks will be offered to guests and will be required to be worn at all times in the vehicle.
- Discova endeavours to allow for optimal distancing in our vehicles.
- Drivers or porters will wipe down all luggage handles with sanitiser before loading.





Touring

We encourage our partners to consider less visited sites that will still showcase the beauty and culture of a destination.

Re-routing itineraries or departure times to avoid over-crowding at key attractions.

Ensuring our guests are aware they can 'opt out' of any sites should they not feel comfortable.

All tours will avoid sections of markets where raw meat, live animals or seafood are sold. If this is unavoidable, our guests will have the option to opt-out of that part of the tour or to take extra precautions in wearing masks and using hand sanitiser.

Tour itineraries will be reviewed to ensure compliance with social distancing measures (except where impossible e.g. public transportation)



Trains, Planes, and Public Transit

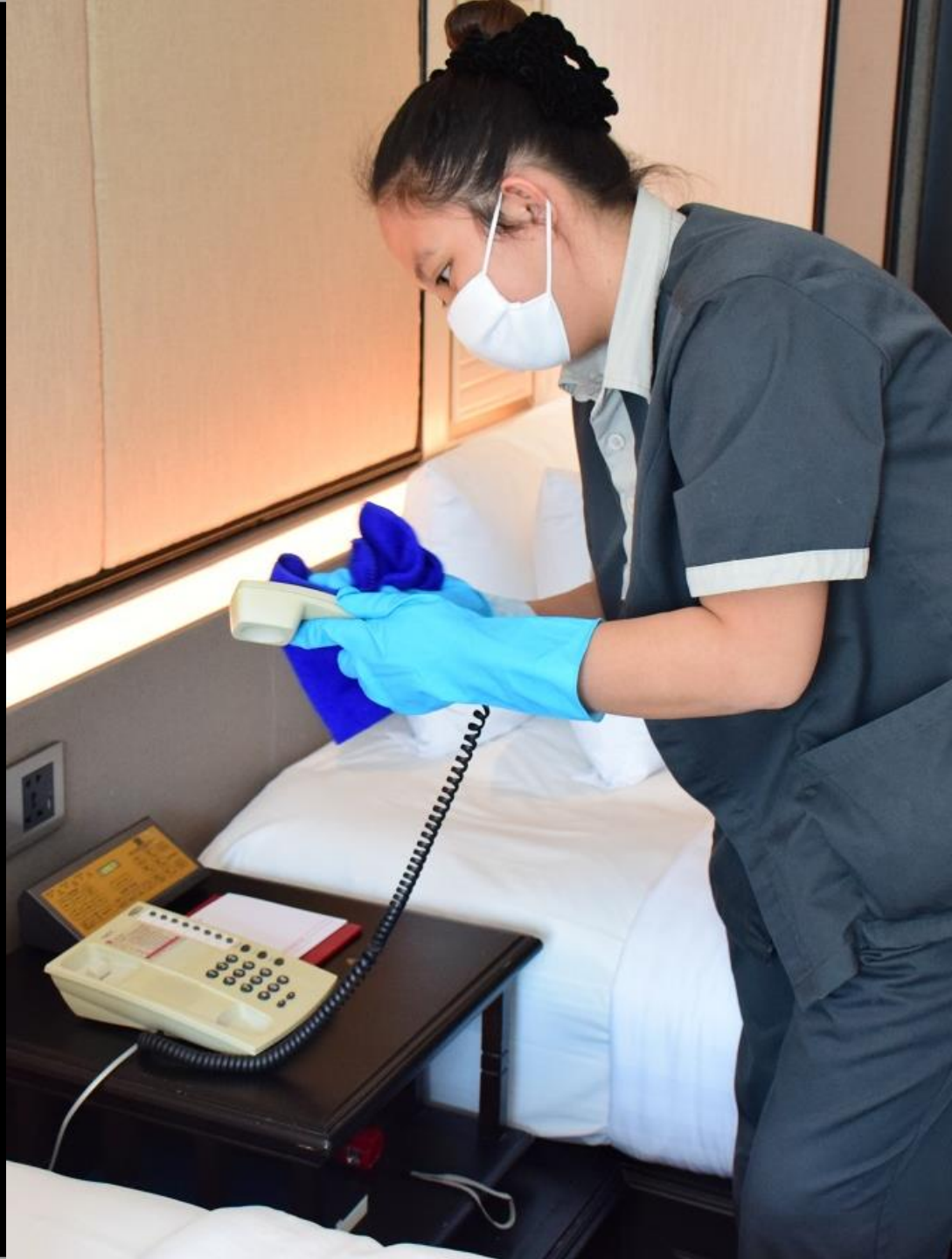
For travel on regional trains and flights, our guides will distribute sanitisation wipes to all customers so they may wipe down seats, arm rests, and frequently touched surfaces.

After using public transportation such as subways, metros, public buses, etc., guides and customers will be required to use hand sanitiser.

Guides will endeavour to allow for as much social distancing as reasonably possible while taking public transportation.

Guides will be wearing face masks at all times when taking public transportation, and will encourage customers to do so if not already required by local laws.





Hotels

Hotels are commonly requiring temperature checks on arrival in addition to offering hand sanitising facilities, and customers will be required to adhere to all hotel or accommodation guidelines.

We will endeavour to maintain social distancing measures during check-in/check-out, and will arrange for private check-in spaces where possible.

Meals will be à la carte or waiter-served where available. Self-serve buffets will be avoided in favour of waiter-assisted buffets.

Discova's rigorous Health & Safety Management System includes a detailed hygiene assessment for all properties used, and all properties are being reviewed.



If you have any questions about these new procedures and how they apply to your travellers, please reach out to our sales team.

