

## IBERIAN WINE TOURS (IWT) COVID-19 PROTOCOLS

This is a summary of our protocols on tour in relation to Covid 19. Please note that due to the continuing evolution of the spread of the virus and the variations in laws and guidelines over time and across different countries, each tour will have a set of individual guidelines to be used in addition to these general protocols.

### **Traveller guidelines**

These guidelines are for all travellers on a tour with Iberian Wine Tours

#### *Before you travel*

- Travellers will undergo Covid 19 testing prior to departure where required and as specified by the host country(s)
- Where necessary travellers will seek medical advice and guidance as to the desirability of travel and the associated Covid 19 risks, based on the traveller's medical history and prior conditions
- Travellers will not depart for a tour if they are displaying symptoms of or have tested positive for Covid 19 at time of travel
- Travellers should make themselves aware of the destination country's current Covid 19 laws and guidelines before travel

#### *On tour*

- Travellers will comply with the laws of the host country and the recommended protocols in place at the time of travel
- Travellers will respect the tour Covid 19 protocols throughout the tour

#### *Hygiene and social distancing*

- Wash your hands frequently with soap and water for at least 20 seconds, and use an alcohol-based hand sanitizer regularly when soap and water is not available
- Avoid touching your eyes, nose and mouth with unwashed hands
- Avoid close contact with people who are sick or display cold symptoms
- Avoid traveling if sick and please notify the tour manager promptly if you develop symptoms
- Cover your cough or sneeze with a tissue, then throw the tissue in the bin
- Clean and disinfect frequently touched objects and surfaces
- Avoid contact with wild animals (dead or alive) and animal markets
- We encourage the use of facemasks on the bus and in indoor group environments
- Please follow local social distancing recommendations
- Please maintain a distance of 1.5m (5 feet) from fellow travellers whenever possible

#### *Contracting Covid 19 or developing symptoms*

- If you develop symptoms prior to travel, please travel only if you have a negative test prior to departure
- If you develop Covid 19 symptoms on tour, please notify the tour manager and follow the advice given. This is likely to involve a period of isolation and testing. Please be aware that if you test positive you are likely to have to isolate and shelter in place, potentially outside the group
- If you develop symptoms, testing will be arranged as quickly as possible based on local protocols, please follow the advice given
- Retain a record of any medical conditions and medication you are taking throughout the tour

#### *Communication*

- These protocols and any additional tour specific guidelines will be sent to travellers a month before the start of the tour. Any late amendments during the month before travel will be sent as soon as possible to travellers
- To assist travellers comply with the laws of the host country and the recommended protocols in place at the time of travel, tour leaders will update travellers daily on any changes to local guidelines and protocols, as well as guidance from UK FCO, the WHO and CDC

- All the protocols are disseminated to tour leaders and guides and any additional training required is given pre-arrival of every trip.

### **Iberian Wine Tours (“IWT”) protocols**

These are the protocols that Iberian Wine Tours will follow for each tour. In addition, there will be guidelines issued specific to each tour.

#### *Before the tour*

- IWT staff will undergo Covid 19 testing prior to departure where required and as specified by the host country(s)
- IWT staff will not join a tour if they are displaying symptoms of or have tested positive for Covid 19 at time of travel
- IWT staff will have up-to-date knowledge of the current tour destination information, laws and guidance on Covid 19 and will be knowledgeable about the IWT Protocols and how to implement them should the need arise.
- IWT requires that partner companies and educational institutions contact all guests to complete a Travelers Health Declaration prior to travel for insurance and tour management purposes
- IWT requires that all travellers have adequate travel and medical insurance for the tour, including medical evacuation where appropriate.

#### *On tour*

- IWT staff will comply with the laws of the host country and the recommended protocols in place at the time of travel
- IWT staff will respect and uphold the tour Covid 19 protocols throughout the tour
- IWT will maintain 2 staff or have 1 tour manager and an immediate standby available on every tour
- Every Tour Leader and/or Guide is individually briefed prior to every program on the steps to take in the best interests of guest care and safety with regard to health concerns, including –
  - On arrival, all guests are requested to alert the Guide immediately if they have any symptoms typical of a cold or flu at any time during the program. For this purpose, he/she ensures that all guests have access to his/her mobile phone/WhatsApp number and email address.
  - The Guide will also proactively approach any traveller who shows symptoms (cough, fever, etc.). Such travellers will be asked to stay at the hotel and to comply with such testing and treatment as is standard in the destination country at that time
- Tour numbers will take account of all local guidelines at the time of travel and where necessary will be reduced to take account of these and ensure the optimal experience for our travellers

#### *Hygiene and social distancing*

- IWT will provide hand gel on the bus on every tour and will have additional hand gel available for travellers
- IWT will provide some facemasks on the bus and will other facemasks available, although travellers are expected to bring their own facemasks where possible
- All IWT suppliers, including hotels, restaurants, wineries and buses will comply with the COVID 19 hygiene measures recommended or mandated by the destination. This will include adhering to social distancing guidelines at the time of travel, including on the bus and in restaurants, rigorous cleaning (and deep cleaning where appropriate) of hotel rooms, restaurant facilities and the bus

#### *Travellers contracting Covid 19 or developing symptoms*

- Prior to each tour, IWT will identify the government appointed medical facilities/clinics/hospitals capable of providing best available care to guests if required in each province of the country that itineraries travel through.
- IWT staff will attempt to facilitate isolation of anyone who develops symptoms or tests positive for the virus but cannot guarantee any particular outcome for travellers affected
- IWT staff will assist travellers in the event of them being placed in isolation or in a quarantine zone but cannot guarantee any particular outcome for travellers affected

### *Communication*

- IWT provides our partner companies and educational institutions with a briefing of local UK COVID-19 related information for pre- departure dissemination.
- These protocols and any additional tour specific guidelines will be sent to travellers a month before the start of the tour. Any late amendments during the month before travel will be sent as soon as possible to travellers
- To assist travellers comply with the laws of the host country and the recommended protocols in place at the time of travel, tour leaders will update travellers daily on any changes to local guidelines and protocols, as well as guidance from UK FCO, the WHO and CDC

### *Tour running and Covid 19 liability*

- IWT will make a provisional decision about whether a tour will be run no later than 3 months before the tour starts (and will make a later decision to cancel a tour if circumstances alter significantly after this date). The decision will always be made in full consultation with our travellers and partners.
- Tours will only run where IWT are satisfied that the tour can continue to offer a similar level of tour experience to that originally planned and where the risks of disruption to the tour by Covid 19 are minimised, clear and well communicated to travellers
- If a tour is going ahead, any additional guidelines or protocols to those in this document will be communicated to travellers in advance of departure
- IWT will not be responsible for the costs caused by disruption of the tour caused by Covid 19, whether due to general shutdowns or restrictions or contraction of Covid 19 by any travellers on tour. However, in the event of disruption IWT staff will assist travellers as best they can in reducing the effect and cost of the disruption