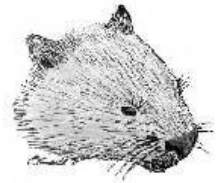


Gippsland High Country Tours

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COVID information and additional booking requirements/conditions

Here at Gippsland High Country Tours we take the risk of COVID-19 very seriously. This document is to help you understand what precautions we are taking and what we expect of you, to keep yourselves safe on tour and to protect your guide, other travellers and the communities we visit. Recommencing touring again is both exciting and concerning for us and possibly for you too. Participating on a tour means you will be in close proximity with total strangers for a number of days and we need to take sensible precautions so that everyone feels safe. We keep up to date with the latest COVID advice and will only commence a tour if we are confident the risk to us and to you is low.

Being prepared and commencing your tour

Travel cannot be as carefree as it was before COVID and we make no apology for implementing additional requirements to keep everyone as healthy and safe as possible during our tours.

- We require all participants to show a recognised vaccination certificate as evidence they are fully vaccinated (minimum double dosed with an approved COVID vaccine) before joining a tour.
- It is very important that you inform us in advance if you are unwell, or at risk of becoming unwell with COVID-19 due to recent exposure. Regretfully if this does apply to you, we will not be able to proceed with your tour. Our normal cancellation fees apply, but the earlier you notify us, the better the chance we have to fill your place from a waiting list and be able to offer you a more flexible cancellation arrangement.
- All participants will need to complete a declaration at commencement of the tour to confirm they are well and have not been a close contact or told they must isolate.
- We will require you to take a Rapid Antigen Test (provided) at the start of the tour and you can only proceed on the tour if you show a negative result.
- All participants must wear a well-fitting mask (covering both their nose and mouth) while in the tour vehicle. Masks are still required for drivers and passengers in public transport and tour vehicles like ours (and even if this rule is lifted we will maintain this requirement). Please contact us before you book if this is problematic for you.
- In summary, you will be unable to commence the tour (and no refund will be payable) unless we have sighted recognised proof of vaccination, you have completed the questionnaire and returned a negative rapid antigen test. You must also agree to wear a mask in the vehicle at all times and comply with any other relevant regulations at the time.

We have changed a few other things to help keep everyone safe while on tour

- Maximum numbers on each tour may be less than usual.
- Increasing ventilation when touring in vehicles by opening windows where practicable and/or having air conditioning set to external flow.
- Increased hygiene measures such as hand sanitiser readily available at all times, plus more frequent cleaning of vehicles and any shared items.
- Apart from the travel time in the vehicle, we will maintain physical distancing as much as possible within our own group and much of our time will be spent outdoors in nature and fresh air.
- Wherever possible we will book accommodation where we have sole use of the facility (or part of it), so mixing with our own group only.

- Where meals from hospitality venues are included in the tour, we work with providers to minimise risk where practicable e.g. having meals in outdoor settings
- Keeping the number of shared items to a minimum. (For example, please bring your own mug, plate and cutlery for any picnic lunches.)
- Our guides are fully vaccinated and will wear masks in vehicles and in close contact situations.

How you can help

Please consider carefully if you are ready to commence travelling again and discuss any questions or concerns with us prior to making your booking. Cancellations because you change your mind about accepting the risk of travelling will incur the usual cancellation fees.

Please help us to manage the risks to the health and safety of our staff and other participants by cooperating with our requirements. This includes being vaccinated, staying home if you feel unwell and please limit your exposure to other people in the week leading up to your tour. While you are on your tour, please do the same things for us that you are doing to keep your own family and friends healthy and well including wearing masks where required, frequent handwashing, covering your nose and mouth when you need to cough and practicing physical distancing.

Cancellations

- **Normal cancellation fees** (as per booking form) apply for any non-COVID related cancellations, but also if you cannot travel due to contracting COVID (including testing positive at the start of the tour or developing COVID during the tour).
- **COVID-related lockdowns or border closures**
Should you be unable to travel because of a government imposed COVID-related lockdown or border closure we will try to be as fair as possible with some flexibility from our normal cancellation terms to sort out something that is fair and reasonable to both parties.
- **Cancellation of tour by Gippsland High Country Tours**
If we decide to cancel the whole tour due to restrictions, lockdowns, increased overall risk or any other reason, all monies paid will be refunded (less a \$50 per person administration fee).
- **We strongly encourage you to take out Travel & Medical Insurance.**

Our COVID-19 response while on tour

In the event that someone in our group develops COVID symptoms while on tour, your guide will implement the following protocols:

- Ask the symptomatic guest(s) to take a Rapid Antigen Test (we ask everyone to bring one Rapid Antigen Test with them for this purpose), your guide will also have a supply.
- If the result is positive, the COVID-positive person needs to leave the group to travel home (at their own cost).
- Everyone (participants and guide) become casual contacts and the next actions will be influenced by the Victorian Public Health rules at the time. Ultimately the guide will make a decision on whether the whole tour concludes at this point (most likely), returning to the start point together or whether the tour continues with everyone monitoring for symptoms and conducting daily Rapid Antigen tests. The guide's decision will be final.
- No refund will be payable to anyone if the tour is cancelled prior to the final day due to a COVID-positive participant and we will not be responsible for any additional travel costs you incur to return home. We strongly recommend that you take out travel insurance to cover any such event and the possible additional costs incurred.