

PITMAR TOURS

Phase 2 - Travel

Our Commitment to Your Well-being and Enjoyment

Each guest that travels with Pitmar Tours deserve a memorable and fulfilling travel experience. And we intend to continue to deliver on that promise. Your health, well-being, and enjoyment remain our top focus.

Cancel for Any Reason Waiver

Be sure to ask about Manulife Insurance Premium Protection Plan that protects you in the event you need to cancel for any reason for an uncovered event.

Pre-Tour Health Screenings

We will ask all travellers to complete a wellness declaration form before joining their tour.

Home pick up and return

Your ride to and from the airport or central meeting point will have all surfaces disinfected daily and after every passenger.

Air Travel

Specific details will vary by airline, but standard operations typically include flight attendants wearing masks, sanitizing all surfaces between flights and physical distancing. Visit your airline's website for specific information.

Smaller Groups

Tours will operate with a number of empty seats to allow guests to space out for a more comfortable experience.

Use of Face Masks

With many airlines and local establishments requiring face masks, we will be providing disposable face masks to every guest for the foreseeable future. If you have a more comfortable one, it is suggested you bring that.

Motor Coach

All surfaces will be sanitized often, including regular cleaning of high-touch areas with disinfecting wipes. Hand sanitizer will be available at all times.

On-Tour Experiences

We work closely with our local partners to ensure adequate physical distancing during meals, experiences, and sightseeing. Guests may be rotated in smaller sub-groups when necessary.

On-Tour Insurance Coverages

When you purchase Travel Protection, you'll have access to telehealth services should you need it, plus you're covered on tour for emergency assistance, baggage loss, trip interruption, medical expenses, and more. Ask for a quote when booking.

Tel: 604-596-9670 Fax: 604-596-3444 email: info @pitmartours.com website: www.pitmartours.com

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Self-Screening

We will ask all travellers to monitor their health throughout their tour, with protocols in place in the event someone becomes ill.

Hotels

Specific protocols will vary from destination to destination, hotel to hotel. Overall, rooms and areas like restaurants, fitness centres, etc. will be deep-cleaned regularly, with rooms disinfected thoroughly between guests.

FAQS

Will guests have to submit to a health screening or get a health practitioner's approval before being able to travel?

As regulations and requirements continue to change by province and by country, it is difficult for us to say with certainty what guidelines or requirements local public health authorities will put in place in the countries we visit. We are constantly monitoring situations across the world, but you can expect to fill out a wellness declaration for Pitmar Tours regardless of your destination or point of origin.

You can rest assured that we will adhere to local laws and best practices advised by the international health community in order to protect our guests' well-being and ensure an enjoyable experience. We will notify you of necessary requirements for your destination and keep our website updated with the latest information.

What will happen if local or international health authorities change travel advisories or restrict travel while a tour is taking place?

If health authorities or governments recommend or implement restrictions for visiting certain areas or entire countries that are part of the planned itinerary, we will make necessary alterations to the tour based on the safety and enjoyment of our guests.

If my tour operates, can I expect that parts of my itinerary will be changed, closed, or unavailable? What will Pitmar Tours do if this happens?

Pitmar Tours will resume operations when we are confident we can provide an experience that best meets the planned itinerary and safeguards our guest's well-being as best as possible. This new (and temporary) way of living and operating has affected all countries and partners we work with. We are all learning how to best operate in a new way. Travel is adventure – even during the best of times your itinerary may change depending on local events and conditions – and the adventure is part of the fun.

Will Pitmar Tours be providing masks and sanitizer to all guests?

While we recommend that guests bring their own personal protective equipment they are most comfortable using, Pitmar Tours will provide disposable face masks to all guests. Hand sanitizer will be available in the front of the motor coach at all times.

Will Pitmar Tours be reducing tour group sizes so that the tour is less crowded and guests have more space to practice physical distancing?

All departures will operate with an adequate number of empty seats on the coach to allow guests to space out from one another for a more comfortable experience.

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How is Pitmar Tours preparing their tours to ensure that each guest's 6 ft. distance can be respected?

In addition to leaving ample open seats on the coach for spacing out, Pitmar Tours is working with local partners to help ensure that appropriate physical distancing can be maintained.

As is typical already on tour in locales where smaller groups enhance the experience, guests may be rotated in smaller sub-groups to ensure proper physical distancing and a quality experience.

We work closely with our restaurant partners to ensure physical distancing during meals – tables will be distanced apart appropriately, while still allowing for socializing during meals.

WHAT YOU CAN DO

When it comes to maintaining a healthy environment, there are many small steps you can take to ensure the well-being of your fellow travellers. Here are a few things you can do to help:

- **Bring a mask from home and wear it as often as you can, especially when physical distancing is difficult.**
- **If you feel ill, or are experiencing COVID-19 symptoms, please stay home. If you become ill while travelling, immediately reach out to us.**
- **Be considerate of physical distancing parameters and do your best to maintain at least 6 feet of distance between you and others.**
- **We encourage everyone to exercise proper hand washing with soap for at least 20 seconds.**