

ADVENTUROUS EWE'S COVID-19 HEALTH AND SAFETY GUIDELINES

You're in safe
hands...



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INTRODUCTION

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Health and Safety has always been important in responsible adventure travel. The Covid-19 pandemic adds a layer of risk of a transmissible disease both in daily life and in travel experiences. These guidelines have been created to provide a path to an organised and safer reopening for Adventurous Ewe and our flock. Adventurous Ewe puts the safety and well-being of you, our flock, our leaders and crew and the communities we visit is at the centre of all our operations, always. Your safety and well-being is our top priority.

These guidelines have been formed in collaboration with Adventure Travel Trade Association, the Cleveland Clinic, a leading provider of specialised medical care, focused on providing clinical excellence and superior patient outcomes and have received the World Travel and Tourism Council's (WTTC) "Safe Travel's" stamp, which provides travellers with assurance that we have adopted health and hygiene global standardised protocols – so you can experience "safe travel".

Rest assured 'You're in Safe Hands' with returning to the world of travel with Adventurous Ewe.

Thank-ewe.



WE'RE GOOD TO GO



VISIT BRITAIN – 'WE'RE GOOD TO GO'

We are proud to have acquired the UK Industry Standard mark, 'We're good to go' in partnership with the Tourist Organisations of Great Britain and Northern Ireland. This means that Adventurous Ewe has followed government and industry Covid-19 guidelines, has a risk assessment in place and a process to maintain cleanliness and aid social distancing.



WORLD TRAVEL AND TOURISM COUNCIL 'SAFE TRAVELS'

We're also proud that we have received the World Travel and Tourism Council's (WTTC) 'Safe Travel's' stamp, which provides travellers with assurance that we have adopted health and hygiene global standardised protocols – so you can experience 'safe travel'.



For more info please visit:

<https://www.adventurousewe.co.uk/safety-wellbeing/>

OUR GUIDING PRINCIPLES

Please find below our guiding principles for navigating through this current pandemic so you can be assured we have procedures in place for your safety and well-being. We plan to MONITOR, EVALUATE, and COMMUNICATE effectively as the situation develops.



1

PROTECT

You (the members of our flock), our Leaders and Crew, and the communities we visit.



2

MITIGATE

RISKS

- Symptom screening with pre-trip self assessment forms.
- Enhanced sanitation and hygiene, with a focus on hands.
- Physical distancing and additional controls.
- Supplying face coverings and hand sanitiser during your trip.



3

RESPOND

to COVID-19 presence and other emergencies using the most up-to-date info & guidelines as communicated by the government, FCO & WHO



YOU'RE IN SAFE HANDS

ADVENTURE SAFETY AND WELLBEING GUIDELINES



Adventurous Ewe puts the safety and well-being of you, our leaders & crew and the communities we visit at the centre of all our operations, always. Your safety and well-being is our top priority. We have implemented a range of changes and precautions focused on ensuring strong hygiene practices for all our adventures. This also includes ensuring our suppliers of accommodation and catering have strong hygiene practices in place too.

Please note that while these procedures take into account current WHO and government guidelines, it is a live document which we will update as new information becomes available about COVID-19.

- ✓ The maximum number of participants will be kept under 6 people initially and only increase to 10 - 12 people per team in line with government reviews.
- ✓ Pre-adventure briefings will be in a digital format for you to view 2 days prior to your trip.
- ✓ Hand sanitiser will be provided before, during and after your adventure and also carried by the crew.
- ✓ Your Leader/s and Crew, who are first aid qualified, will be operating under higher-level protocols for infection control and patient care. They will wear masks and gloves where appropriate.
- ✓ We will honour social distancing guidelines wherever possible during the adventure. If the 2-metre rule is unable to be maintained, please place yourself side by side, or facing away from each other, rather than face to face if possible.
- ✓ For any accommodation bookings included as part of your package, if you would prefer a single room / tent please let us know asap and we will make the arrangements for you dependent on availability. There will be an additional cost for this dependent on the hotel/tent transport, therefore please get in touch with us for further info at info@adventurousewe.co.uk.
- ✓ Any equipment or hire items such as bikes, helmets, kayaks, buoyancy aids and paddles, that we supply will be hygienically cleaned and sanitised. Items will not be used 72 hours prior to when you used it and they will not be used for 72 hours after your use.

- ✓ If there's a requirement whereby you need to share an enclosed space such as the cabs of vehicles, you should keep the window open for ventilation, where a facemask, sanitise your hands on entry and you should be careful to avoid touching your face at all times. On leaving the enclosed space, wash your hands with soap and water for 20 seconds or use hand sanitiser if there are no washing facilities available.
- ✓ If you are feeling unwell, DO NOT attend the trip. For your own health and the well-being of others, please remain at home and rest until you are well again.
- ✓ To protect other members of the flock on your adventure, you should also remain at home if someone in your household is self-isolating.
- ✓ If you have been travelling overseas in the last 14 days, please DO NOT attend until further advised. Please contact us to discuss in further detail.
- ✓ If you become unwell during your trip, systems are in place for your immediate self-isolation and COVID-19 testing.
- ✓ You will need to complete a 'Travelling Self Assessment Form' for all our trips until further notice.

Friendly reminder:

- ✓ Participants & crew to maintain good hand and personal hygiene. Wash hands regularly with soap for 20 seconds and or an alcohol-based hand sanitiser before handling food and after being in public spaces and between activities wherever possible.
- ✓ Participants and crew to avoid touching eyes, nose and mouth and to cover their nose and mouth when coughing and sneezing with a tissue or flexed elbow.
- ✓ Participants, Leader/s and Crew to avoid sharing personal items.
- ✓ You will need to complete a 'Travelling Self Assessment Form' for all our trips until further notice.

Participants, crew and supporter health and safety remains a priority for Adventurous Ewe, and we will continue to monitor and follow the advice and directions of government and health experts.

If you have any queries, please feel free to contact us at info@adventurousewe.co.uk or call 01492 588 069. Thank-ewe.

WHAT YOU NEED TO DO

We have implemented several new precautions and followed Government advice so that we can provide a safe and enjoyable trip for everyone. To help us with operating safe trips for you, your fellow group members and our leaders, crew and the communities we visit, we would ask you to undertake the following:

Pre-trip

- Please complete the 'Self Assessment' form prior to joining us on a trip
- Please download and observe the Public Health Wales app Track, Trace, Protect at <https://covid.joinzoe.com/>
- If you're feeling unwell, please DO NOT attend the trip. For your own health and well-being of others, please remain at home and rest until you are well again
- Please DO NOT attend the trip and remain at home if someone in your household is self-isolating
- If you have been travelling overseas in the last 14 days, please do not attend the trip at this point in time. Please contact us to discuss your particular situation in further detail

On your trip

- Please observe the social distancing measures of 2 metres at all times
- Please use alcohol-based hand sanitiser at all times (before handling food, after being in public spaces, between activities, before and after opening gates or using stiles) and wherever possible wash your hands regularly with soap for 20 seconds
- Please avoid touching eyes, nose and mouth and to cover your nose and mouth when coughing and sneezing with a tissue or flexed elbow
- Avoid sharing any personal items
- Please do not touch any items or equipment at checkpoints. A dedicated crew member will help you at these points and dispatch any takeaway food items
- The wearing of face-masks during the trip activity/s is optional. We want you to feel comfortable during your activity/s. You're free to wear a face-mask if you'd prefer to although, in line with government guidelines, you don't have to. However, as you move through a variety of indoor and outdoor areas with our trips, the respective accommodation place may require you to wear a face-mask in certain areas. For this reason please bring your own with you on your trip. Some of our Leaders will be wearing face-masks to minimise any risk. A buff is also a great item of kit to bring with you as these have an adaptable use ie. face-mask, neck warmer, sun protection, etc.

Vehicle transfers

- All passengers must use hand sanitiser before entering and upon exit of vehicles
- All passengers must wear face-masks which cover the mouth and nose whilst in the vehicle and face forwards
- All passengers to keep the window open for ventilation
- All passengers must sit and remain in their allocated seats and face forwards at all times
- Food and drink are not to be consumed in vehicles

What we will provide

- Disposable face-masks for travelling whilst on an overseas trips
- Alcohol-based hand sanitiser will be readily available throughout your trip
- Rigid cleaning and hygiene practices for any hire equipment plus any hire equipment will not have been used 72 hours before you use it and will not be used for the next 72 hours afterwards
- We will have a dedicated crew member who will be wearing PPE to handle check-points
- No cash payments will be accepted. All payments to be made online or over the phone
- Only takeaway catering provided at this stage.

DEVELOPMENT OF COVID-19 SYMPTOMS WHILST ON TRIP

Guidelines

In the event that you develop COVID-19 symptoms during your trip, please do not ignore or hide your symptoms. Please let your Leader know as it is important you act quickly to help protect yourself and other members of the group. It is your responsibility to stay safe and keep others safe and we will help you with facilitating the steps below...

SYMPTOMS

- **A new continuous cough**
- **High temperature**
- **A loss of change in your sense of smell or taste**

If you start to feel unwell and experience any COVID-19 symptoms you must:

- Let your Leader know and remove yourself from the group and self-isolate immediately
- Wherever possible, return to your accommodation place and self-isolate in your room and notify the accommodation provider
- Arrange a test using the accommodation address or your home address

Do not ignore symptoms: self-isolating and getting tested quickly is the best way that you can stay safe and protect others.

If you need medical advice while you wait for test results, contact your regular (home) GP or call 111.

If you are travelling with others, they must also self-isolate and take appropriate action based on the test results.

HOW TO BOOK A TEST

Online at: www.nhs.uk/coronavirus

Call: 119

Test results are issued by text or email so you do not need to wait for your results if you are due to return home before the results may arrive. You must return home the most direct way and not use public transport.

IF THE TEST RESULT IS POSITIVE

If you feel well enough to travel and do not need to use public transport, you should return home as quickly and directly as you can. You must also sign a 'release form' from the trip before your departure.

If you feel so unwell that you cannot travel or cannot avoid public transport, please continue to isolate and call 111 for further advice.

It is important that you do not use public transport. You must also tell the accommodation provider that you have tested positive.

If you are unwell and cannot return home, you will be expected to pay all costs with the accommodation provider.

IF THE TEST RESULTS ARE NEGATIVE

Each case will be assessed on an individual basis. We envisage that given you were unwell that you should stay at the accommodation place and rest or return home and recover.

If you feel well enough and in our Leaders best judgement you're well/fit enough that you can rejoin the group, you will only be able to do this where feasible ie. for the kayaking leg of the Snowdon Multi-Activity event or regrouping with a cycling trip. You MUST still maintain social distancing measures and use a face mask and gloves where appropriate. It is not feasible for you to rejoin a group who is trekking in the mountains.

WHO TO CONTACT IF YOU'RE UNWELL

- If you or a person in your group is unwell and need medical advice, call 111 or your own GP and also liaise with your Leader to make necessary arrangements
- In the event of a medical emergency, call 999.



IN SUMMARY

While the current knowledge (July 2020) indicates that the risk of the coronavirus being passed on to others outdoors is reduced when people maintain social distancing, operating under these Guidelines should only be undertaken after compliance with existing destination government guidance.

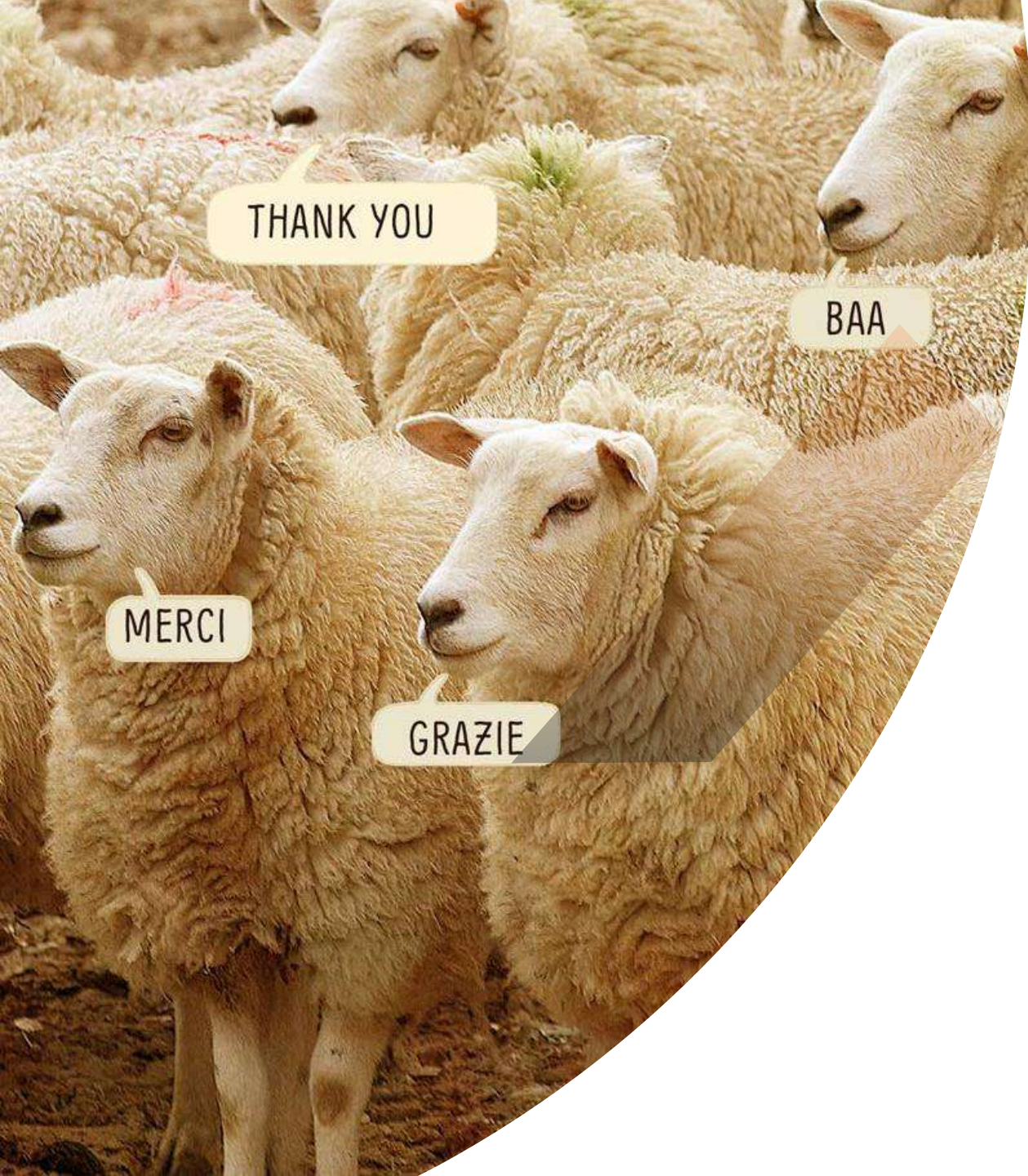
These guidelines are intended to be a flexible framework and not intended to be an exhaustive list of possible actions for Adventurous Ewe and our team to use in reopening. This is a live document which will be updated in accordance with current procedures as output by the government, FCO and WHO.

These guidelines will be used in conjunction with our new risk and crisis management plans, operating procedures and trip materials.

We wish to consolidate and work as a team during the new ways of operating and together ensure everyone's safety and well-being is at the forefront of everything we do.

If you have any questions, concerns or feedback, please feel free to get in touch at jim@adventurousewe.co.uk or call 07747 346 588.

A big, big thank ewe for your support of rebuilding tourism both here in the UK and across the globe. We couldn't do it without ewe!



THANK YOU

BAA

MERCI

GRAZIE



For further info or to chat to us...

We appreciate that everyone has different levels of experience and reasons for wishing to embark on an adventure and therefore require varying levels of support and guidance plus varying apprehensions to overcome. We're here to help you every step of the way from the moment from now to the completion of your adventure and beyond.

We're here 7 days a week and available for a natter via our new online chat service on our [website](#), via [Facebook messenger](#), through [Instagram](#), on email at info@adventurousewe.co.uk or by the phone on **01492 588 069**. So whichever method you feel happy using, get in touch as we'd love to hear from you and assist in any way we can.

THANK EWE