

# Commitment to Wellness - On Tour

For over 38 years AFC Vacations has been delivering Affordable First Class travel programs in the United States and around the globe for our valued guests. Together we have recently faced closures to travel, yet our passion for travel has not wavered. As travel reopens and restrictions ease, wellness as part of the travel experience takes on a paramount priority. We are monitoring the travel landscape closely with a new focus on cleanliness, hygiene and physical distancing guidelines. Covid-19 has changed the current travel landscape, but we imagine your desire to see the world has not waned and may indeed be stronger than ever. Our focus is to provide you with the confidence & peace of mind essential to your travel experience. As we have all learned during recent months, times are unprecedented & fluid. We are committed to being attentive, flexible and responsive as changes arise. Below is our Commitment to Wellness which outlines some of the steps we are taking with our partners to deliver quality and safe travel memories.

## LET'S TRAVEL - EXPERIENCE - BE WELL!



### ARRIVAL FORMS

**AFC requires all travelers to complete a Passenger Wellness Certification Form & Waiver of Liability Form before their tour** (both forms per passenger). These forms are included with your passenger documents. Please hand these signed & completed forms to your Tour Director at the arrival airport. Both forms must be completed before boarding the motorcoach at the arrival airport. If you are making your own way to the first hotel, these signed & completed forms must be given to your Tour Director before boarding the motorcoach.



### USE OF FACE MASKS OR FACE COVERINGS

Face masks/face coverings will be required during many tour experiences including the motorcoach and air travel. AFC will be providing face masks/face coverings to every guest for the near future. We understand that many guests will have their own preferred face coverings.



### HOMETOWN TRANSFER VEHICLES

Your ride to and from the airport will feature surfaces that have been disinfected daily and after each passenger or group transfer.



### FLIGHTS

Airlines have greatly increased and enhanced cleaning & disinfection protocols before and after each flight. Details will vary by airline but some changes you might see or encounter are airport staff, flight attendants, and travelers wearing masks/face coverings. Visit your airline's website for more details & information.



### MOTORCOACHES

#### Loading and Unloading the Motorcoach

For the near future loading the motorcoach will take place from back to front. Unloading the coach will take place from the front to back of the motorcoach. This is in order to reduce the contact with other passengers as much as possible.





#### **MOTORCOACHES**

##### Seating

In an effort to make your travel experience safer and more comfortable, tours will feature fewer passengers to ensure more elbow room while maintaining tour camaraderie. Empty seats will allow guests more space and comfort. We will block off rows of seats to space out passengers on board the motorcoach. We will still operate with a daily seat rotation, however, if a guest(s) wishes to opt out of the seat rotation, we are happy to assign a seat towards the rear of the coach for the duration of the tour.



#### **SMALLER GROUPS**

Tours will feature fewer passengers to ensure more elbow room while maintaining tour camaraderie. Empty seats will allow guests more space and comfort.



#### **TOUR DIRECTORS**

We have enhanced our training for Tour Directors to include hygiene and physical distancing guidelines. They are tour management experts and highly trained to handle a variety of unexpected situations on tour — including illnesses and emergencies.



#### **24/7 SUPPORT**

In addition to your Tour Director & Driver, behind the scenes our operations and guest support teams will be in contact with the Tour Director and on-call 24/7. With our Travel Protection Plan, you'll have access to on-call services should you need it, plus you're covered on tour for emergency assistance, baggage loss, trip interruption, medical expenses and more.



#### **HOTELS**

The American Hotel & Lodging Association (AHLA) introduced guidelines for Safe Stay, an industry-wide enhanced standard of health and safety protocols designed to prepare to safely welcome back guests and employees. Guidelines & protocols will still vary a bit based on region, state, destination & hotel. Generally, rooms and areas such as restaurants, bars and fitness centers will be cleaned regularly with rooms disinfected thoroughly between guests. High-traffic areas like lobbies and elevators will be cleaned frequently.



#### **TOUR EXPERIENCES**

We are selective and are working closely with our local partners to ensure adequate physical distancing during meals, experiences, activities and sightseeing. Guests may be split into smaller sub-groups when necessary based on the venue.



#### **GUEST ASSISTANCE & SELF-SCREENING**

As you can see AFC is taking extra measures to make your travel experience enjoyable and safe. We ask all of our guests to do their part as well. Guests are encouraged to follow CDC recommendations for prevention. Some of the CDC recommendations include but are not limited to the use of face masks/face coverings, washing hands frequently with soap and water, and avoiding touching eyes, nose, and mouth. The use of hand sanitizer is encouraged whenever soap and water may not be available. We will ask all travelers to monitor their health throughout their tour, with protocols in place in the event someone becomes ill.

\*\*Information is subject to change. Local governments, health departments & our partners may adjust guidelines, restrictions and requirements based on local phased re-openings. (as of 31JUL20)