



*Going
Places!*



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Road Trip TT

Customer Health and Safety Protocols

Customer Safety Protocols

1. These Health and Safety Protocols will be communicated with customers in the following ways: on social media; via our website; sent when patrons make a booking and also sent in the reminder email customers receive a few days before the activity
2. In the reminder email that is sent to customers by the administrative team a few days before activities, patrons will be asked if they are experiencing any flu like symptoms and if so asked to not attend the activity and will be given a credit based on our Refund Policy
3. Customers are to attend and participate in all activities wearing a face mask
4. On arriving at the meeting point customers are asked to remain in their cars until briefing time to prevent gatherings
5. Before each activity, the Team Lead will use an infrared thermometer to assess the temperature of each customer. Customers with a temperature of 38 degrees Celsius or higher will be considered as having a fever.
6. No customer will be allowed to participate in an activity if they are displaying flu like symptoms or has a temperature reading over 38 degrees Celsius and will be given a credit based on our Refund Policy
7. All waiver forms must be signed before patrons enter the transportation. Customers are to walk with their own pen to sign the waiver form
8. Customers will be encouraged to practice proper personal hygiene throughout the activity
9. We also recommend that customers walk with their own personal hygiene products including hand sanitizer, wet wipes, soap and water for washing hands
10. On re- embarking transportation, patron's hands will be sanitized by a team member

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For Your Safety:

1. Our Team Members have been trained in our “New Normal” Health and Safety Protocols
2. On the day of the activity, team members will have their temperature tested with an infrared thermometer. Any team member with a temperature of 38 degrees Celsius or higher will be considered as having a fever and not be able to participate in the activity
3. Patrons and Team Members will be encouraged to maintain a minimum of 6ft among themselves particularly outside of family/kinship groups
4. We will ensure all equipment used is sanitized prior to each activity
5. Team members will wear face masks and wear new gloves when distributing wristbands
6. Maxis/Boats will be sanitized no greater than 24 hrs before the activity
7. Frequently touched surfaces on the Maxis/Boats will be sanitized during periods when customers have disembarked
8. Transportation providers will wear face masks for the duration of the activity
9. No air condition to be used on maxis. Windows are to remain open unless it is raining to allow for proper ventilation
10. Upon boarding the various transportation, patrons will be let on in small groups no larger than 5

Throughout activities customers will be reminded of the following:

- ✓ Keep your distance from others (6ft)
- ✓ Wash your hands often with soap and water or use an alcohol based sanitizer
- ✓ Cough into a tissue or into the crook of your elbow
- ✓ Avoid touching your face

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