

Health & Safety Measures

For Airport Facilitators

- All Facilitators must be screened (thermal temperature and O2 saturation) prior to any assignment
- Greet the client with “Namaste” (rather than shaking hands) and pay attention to appropriate social distancing
- No Garlanding till further notice
- Advise the client on specific health and safety regulations in force, if any
- Greet the client with “Namaste” and pay attention to appropriate social distancing
- All Guides and Escorts to be screened (thermal temperature and O2 saturation) prior to any assignment
- Greet the client with “Namaste” (as opposed to shaking hands) and pay attention to appropriate social distancing
- Pay special attention to self-hygiene and health (err on the side of caution)
- Always wear mask & gloves and use sanitizer before boarding the vehicle
- Photograph of clients to be taken and mailed to Travel Advisor – no selfies with the client.
- Offer mask & gloves to clients upon arrival
- Ensure chauffeur always wears mask & gloves and sprays/wipes luggage handles before loading
- Ensure chauffeur offers sanitizer to client/guide prior to their boarding the vehicle (to be done each time the client enters the vehicle).

For Vehicle & Chauffeur/Transport staff

- All Transport Staff to be screened (thermal temperature and O2 saturation) prior to any assignment

- Pay special attention to self-hygiene and health (err on the side of caution)
- Always wear mask & gloves and use sanitizer before boarding the vehicle
- Chauffeur/staff should tag, spray and wipe luggage handles before loading
- Chauffeur/staff should offer sanitizer to client / guide / airport facilitator each time just before they board the vehicle.
- Chauffeur/staff should have Aarogya Setu (Covid tracking) application on his mobile phone
- Emergency contact details must be in the vehicle at all times
- Chauffeur/staff must strictly follow pre-planned itineraries with minimal stops and only at pre-determined locations
- If the client is unwell or symptomatic, immediately call the emergency contact at the office for further instruction. If it is an emergency, head to the nearest hospital.
- All vehicles must be thoroughly disinfected daily
- Air ducts to be cleaned on a daily basis
- Frequently touched areas (door handles, seats, seat backs, steering wheel, power window buttons, door locks, windows, screens, small portable TV screens etc.) should be sprayed with disinfectant surface cleaner every time the client alight
- Hand sanitizer dispenser, mask, single-use gloves, garbage bags, thermal gun and pulse oxymeter must be available in every vehicle
- Mobile phone to be sanitized using wet wipes or spray (applies to each time one enters the vehicle).
- No seat covers, head rest covers to be used
- Use a Face Shield if client is comfortable with that

For Guides/Tour Escorts

- Pay special attention to self-hygiene and health (err on the side of caution)

- Wear mask & gloves when close to others - use sanitizer regularly (including on mobile phones)
- Conduct a daily briefing of transport staff and remind them of the protocols. Through the day, oversee the chauffeur/staff's adherence to the protocols
- Ensure the "Welcome" and "Hygiene amenities are stocked
- Ensure that the client has a mask & gloves and face shield (if the client is comfortable with it). Also ensure adequate distance is being maintained at public places
- Ensure that entry tickets of monuments are bought online/prior if available to avoid queuing
- If the client is unwell or symptomatic, immediately call the emergency contact at the office for further instruction. If it is an emergency, head to the nearest hospital.
- Wherever possible, information documents should be sent to the client in digital format. Physical documents can be provided at the client's option.

Vehicle On-board Amenities

- Air Freshener (Godrej Aer, Ambipur, Glade or similar)
- Tissue box (Premier or similar)
- Wet wipes (Kara or similar)
- Hand sanitizers - containing at least 60% alcohol (Dettol, Himalaya or similar)
- Face Mask (Surgical)
- Gloves (disposable)
- Thermal Gun
- First Aid Kit (Antiseptic Cream & Liquid, Bandage, Paracetamol, Sticky Tape, Scissor, Cleansing wipes)
- Fire Extinguisher
- Umbrella (as per number of pax)

- Bottled water (Bisleri/Himalayan/Aquafina)
- Insulated Cooler box
- WiFi
- Multi-port car Mobile charger
- Soft drinks
- Candies, Chewing Gum, Cookies, Dry Fruits, Choice of seasonal fruits during long drives

List of Safety & Hygiene Protocols for clients

- We recommend that you always wear a mask, hand gloves, face shield when you are in public
- Regularly clean your hands with a hand sanitizer/soap
- Observe social distancing by keeping at least 2 meters (6 feet) — about two arm lengths — away from others if you are in public.
- Minimize touching your eyes, nose, and mouth and certainly not with unwashed/unsanitized hands.
- If you are in a secluded area and are not wearing a mask, remember to cover your mouth and nose with a tissue when you cough or sneeze. Alternatively, use the inside of your elbow.
- Carefully dispose of used tissues/mask/gloves in the trash.
- Wash your hands after you have removed your gloves.
- In the event that you develop any Covid-19 symptoms, immediately call the emergency number that we have given you. If it is an emergency, do not wait to call us but immediately ask for help from your guide or your hotel duty manager.
- Follow care instructions from your healthcare provider and local health advisor.
- Avoid self-medication

- Given the prevailing situation, we suggest using digital payment methods or mobile wallets such as Paytm, Amazon Pay, Google Pay etc. Always adhere to the security measures advised by your bank/ the app you are using.

- We are available 24/7 for assistance; do not hesitate to call us. You are not disturbing us.

General precautions while designing itineraries (until the situation is normal)

- Avoid offering walking tours and culinary walks

- Avoid offering train journeys

- Try for on-line check-in for flights and share the boarding cards in advance (depending on rules in force).

- Design itineraries with no/minimum internal flights

- Try using one vehicle as long as possible in the itinerary

- All documentation for clients should be sent electronically.

- Regular feedback should be obtained by calling on client's mobile directly. Avoid speaking to the clients via chauffeur or guide's mobile. In case clients are not carrying their own handsets, we can call them in their hotel room at a pre-agreed time.

- Guests keen to visit National parks should be offered private safaris only.

- For culinary experiences, we will only offer a home visit and cooking (no market visits)

