

VILLA'S COVID-19 SAFETY GUIDELINES

Villa Carlotta Travel is committed to conducting tours to the highest possible safety standards to protect the health and wellbeing of our passengers and staff. We continue to act on government advice regarding hygiene and safety recommendations to help reduce community transmission of COVID-19.

Here's what we're doing to keep you safe on tour:

Physical distancing

- Tours will operate with less passengers to allow for physical distancing until restrictions are eased further.
- Two seats directly behind driver will be left vacant at all times.
- Entry and exit of vehicles will be managed by Coach Crew to maintain physical distancing.
- Due to physical distancing requirements, our staff are unable to offer passengers assistance up and down stairs.
- Passengers will be required to handle their own luggage, so please pack light.
- Passengers may be asked to wear a mask for their own safety and the safety of others.

Cleaning vehicles

We've always kept our coaches clean and encouraged good hygiene on our tours, however, we introduced some new safety procedures in order to better protect our employees and passengers.

- Documented regular cleaning and of all touring vehicles with disinfectants that are recognised as being effective against COVID-19.
- All hard surfaces will be wiped down and disinfected after passengers disembark coaches.
- Antibacterial wipes will also be provided to passengers on coaches.

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Monitoring and maintaining your health

All Villa Coach Crew have completed COVID-19 Hospitality and Tourism Hygiene training and have had this season's flu vaccination in order to provide the best possible care to passengers on tour in the current environment.

- All passengers are required to complete and sign a self-certification questionnaire stating that they do not have cold or flu symptoms prior to boarding our coaches.
- Passengers and Coach Crew will have their temperature checked daily.
- Coach Crew will facilitate and encourage optimal personal hygiene through reminding passengers to wash hands and sanitise regularly.
- We recommend all Villa passengers consider consulting their doctor before travelling and consider vaccinating themselves against the flu.

Please help us to reduce the spread of COVID-19 and other illnesses

We are working hard to help reduce the potential for transmission of COVID-19 and other illnesses on tour. In turn, we ask that you help us by committing to the following:

- Please don't travel if you are feeling unwell.
- Wash your hands and sanitise regularly, especially before eating.
- Cover any coughs or sneezes and dispose of used tissues promptly.
- Maintain a healthy distance from other people on tour.
- If you become unwell on tour, self-isolate and advise Coach Crew immediately.

Please call us on 1800 066 272 if you have any queries regarding your health and safety on tour.