



# Travel with Confidence

Travel today may look different, but as always, your well-being and enjoyment remain our highest priority. We are regularly reviewing updates from international authorities and health experts to respond and adhere to new requirements and expectations at destinations throughout the world. In our care, you can travel with confidence and rely on a top-notch travel experience with newly implemented health and safety protocols on all of our departures.

## Our International Team at the Ready

For your peace of mind while traveling, all AHI team members will be trained on new practices regarding social distancing, sanitization and hygiene protocols. Rest assured, our Travel Directors, guides, drivers and lecturers, as well as hotel and restaurant staff, will work cohesively to create a safe and memorable journey.

### Specially Trained Travel Directors

Our International Travel Directors will ensure that all activities are conducted to the highest standard in accordance with AHI's health and safety standards and local regulations. They will be trained on proper hand hygiene, the use of personal protective equipment (PPE) and physical distancing measures. Should the unexpected arise, they are prepared to take preventative actions for your personal welfare and safety.

### Dedicated International Partners

With more than half a century of experience in international educational travel, we have built a reputation for safe and secure operations. In addition, we've established strong, long-standing relationships with our global network of partners, including hotels, motor coach companies, family-owned businesses, restaurants and wineries, among others. Together, we are working intently to ensure that new procedures and protocols are rigorously followed.

## Safe and Smooth Operation

In collaboration with local partners, AHI Travel has been hard at work preparing a thorough health and safety plan for your entire journey.

### AHI Support Team Working 24/7

Once you've arrived at your destination, our AHI home office support team, Travel Directors and local teams on the ground are continuously communicating to ensure a seamless and safe experience.

### New Protocols On-Site

After examining every facet of your trip, we've fine-tuned our on-site operations to:

- ▶ **Ensure that new hygiene protocols are vigilantly followed by all partners.**

This includes enhanced sanitization in hotels with a focus in common rooms and other high-traffic areas. Motor coaches will be routinely disinfected and hand sanitizer will be available.

- ▶ **Maintain recommended physical distancing during excursions;** motor coach, boat and train journeys; and group events.

- ▶ **Follow local regulations regarding appropriately sized groups** based on each government's social distancing requirements.

As our company pledge states, we promise stress-free travel and the highest level of service from our experienced, professional staff.

### Doing Your Part

All of us share in the responsibility of protecting each other's health. As a responsible traveler, we ask you to follow the current personal hygiene procedures recommended by the World Health Organization, as well as any requests by our professional staff members while traveling. Before you travel, you will receive up-to-date information concerning the protocols required at each destination.



# AHI Health & Safety Protocols



In collaboration with local partners, AHI Travel has been hard at work preparing a thorough health and safety plan for your entire journey. Following the latest guidelines from the Centers for Disease Control and Prevention and the World Health Organization, we've fine-tuned our on-site operations to create enhanced protocols that cover every facet of your trip. The initiatives outlined below may be adapted as conditions evolve with the global pandemic. What will remain the same is the dedicated professionalism for which AHI Travel is known.

## **AHI Support Team Working 24/7**

Once you've arrived at your destination, our AHI home office support team, Travel Directors and local teams on the ground are continuously communicating to ensure a seamless and safe experience.

## **Specially Trained Travel Directors**

Our International Travel Directors have been trained on proper hand hygiene, the use of personal protective equipment (PPE) and physical distancing measures. They will ensure that all activities are conducted to the highest standard in accordance with AHI's health and safety standards and local regulations. Should someone become ill, your Travel Director is prepared to take action for your personal welfare and safety with emergency protocols already in place.

## **Dedicated International Partners**

We've established strong, long-standing relationships with our global network of partners, including hotels, motor coach companies, family-owned businesses, restaurants and wineries, among others. Together, we are working intently to ensure that new procedures and protocols are rigorously followed and that all partners are adhering to up-to-date advice from health authorities.

## **Safe and Smooth Operation**

### **Hotels, River Ships and Trains**

New hygiene protocols will be implemented throughout your trip. This includes enhanced sanitization with disinfectants in hotels and on river ships and trains with a focus in common rooms and other high-traffic areas. Hand sanitizer will be available on-site for guest use. In lieu of communal water stations, individual disposable water bottles will be provided daily.

### **Motor Coaches**

Motor coaches will undergo a daily deep cleaning with close attention to high-touch surfaces. The coaches will also operate at approximately 50 percent of the vehicle's capacity. Hand sanitizer will be available on all motor coaches.

### **Personal VOX Headsets**

Your personal listening device will be thoroughly sanitized using approved alcohol-based cleaning solutions and sealed in its own case before you receive it at the beginning of your journey. Earbuds are provided brand new for each guest in sealed packaging.

### **Physical Distancing/Smaller Groups**

AHI Travel will adhere to local regulations regarding appropriately sized groups based on each government's social distancing requirements. We will work with local partners to ensure recommended physical distancing during excursions and transfers; motor coach, boat and train journeys; and group events and meals.

### **Temperature Checks**

To protect everyone's health on the trip, Travel Directors will have touchless thermometers and may conduct regular temperature checks for team members and guests.

## **Your Role as a Responsible Traveler**

### **Pre-Trip Health Matters**

You will be asked to complete a health questionnaire before departure. While traveling, please monitor your health and alert your Travel Director immediately if you are feeling ill.

### **Face Masks**

We ask that you bring your own supply of face masks that suit your personal preferences for comfort and fit. Please wear your mask whenever possible, particularly when it is difficult to physically distance yourself. AHI Travel will have a supply of disposable masks available on-site.

### **Hand Washing**

We encourage you to wash your hands with soap and ideally hot water for at least 30 seconds. If soap and water aren't available, use a hand sanitizer that contains at least 60% alcohol. For your convenience, we will provide a 2-ounce bottle of hand sanitizer that will be mailed to you prior to departure. It's extremely important to avoid touching your eyes, mouth and nose with unwashed hands. When sneezing or coughing, please use your inner arm/elbow instead of your hand.

### **Other Things to Keep in Mind**

While traveling, please be considerate and maintain a distance of at least six feet between yourself and others. We ask that you follow any requests made by our professional staff members regarding physical distancing or hygiene protocols.

By working together and maintaining these health and safety protocols to prevent the spread of illness, we can create a safe and enjoyable travel experience for all.