

Grape Escape South West Tours commitment to public health and safety in regard to infectious diseases and viruses. (COVID-19)

At Grape Escape, the safety and wellbeing of our guests has always been of the utmost importance. In light of recent events namely the outbreak of COVID-19 we would like to reassure our customers that we will take every possible precaution to reduce the risks of infection and spread.

### **Our Commitment to You**

We are committed to providing a safe and enjoyable experience for all parties. We commit to closely following the guidelines set out by the relevant Western Australian Government departments and following the Emergency Management act (2005) WA section 71 and 72a.

We will undertake any relevant training including the AHA Hospitality & Tourism COVID-19 Hygiene Officer Course.

We have revised our risk management policy and have updated our vehicle cleaning protocols to include sanitization and daily operations to reduce the risk of community transmission.

We are no longer running multi-group tours and will only be running Private Charters for the foreseeable future. We will not run tours of larger than 10 people unless by prior arrangement with the Directors.

These new measures are outlined below:

- All guides must be fit and health and showing no signs or symptoms of COVID-19
- Supply hand sanitizer
- All guests and guides to use hand sanitizer each time before entering or touching the tour vehicle
- Vehicle air conditioning to be used to a minimum and be set on fresh and not recirculate
- Disinfectant (Glen20 or similar) to be used throughout the day.
- Tour vehicle to be cleaned and sanitized at the end of each tour, all commonly touched surfaces sprayed with disinfectant, these are, but not limited to, door handles, seat belts and buckles, seats, steering wheel/controls and windows.
- Customers are recommended to bring their own water bottle.
- Nobody is to sit in the front seat to ensure physical distancing for the guide & guests
- Guests are to place all of the rubbish in the bin provided and for the bag of rubbish to be removed with them at the end of the day.
- Guests who are unwell are asked to stay at home. If there is a pre-existing condition that is non-contagious then please discuss with us prior to the tour.
- Management will reserve the right to refuse entry to people showing symptoms of sickness such as coughing or fever. Groups who fail to comply with health and hygiene related requests may have their booking cancelled immediately, in this case – no refund will be provided.
- The driver will not be entering the venues with guests anymore – as a way to reduce the head count in venues and protect their health from possible exposure – this is at drivers' discretion.

### **Your Commitment to us and the venues we visit**

We ask anyone thinking of booking do not do so if they have been in contact with anyone infected by the virus or are feeling unwell and suffering any of the following symptoms:

- Cold or flu like symptoms
- Cough or sneezing
- High temperature and or fever
- Sore throat
- Tiredness

We regard people's privacy as highly important and we will never share or sell customers details. We do reserve to right to share customer contact details with Health and Government departments for tracing reasons, only if we feel that at any point we have been exposed. We highly encourage those who are travelling to download the Government tracing app. We feel this is very important to control the potential spread of the virus.

We reserve to right to cancel a booking on the day if any people or person shows any signs of illness. If one person in a group is deemed unwell the entire group will be excluded from the tour. No refunds will be given to last minute cancellations (24 hours prior)

**We ask people please do not book/attend unless they feel 100% or notify us prior to departure to discuss cancellation.**