



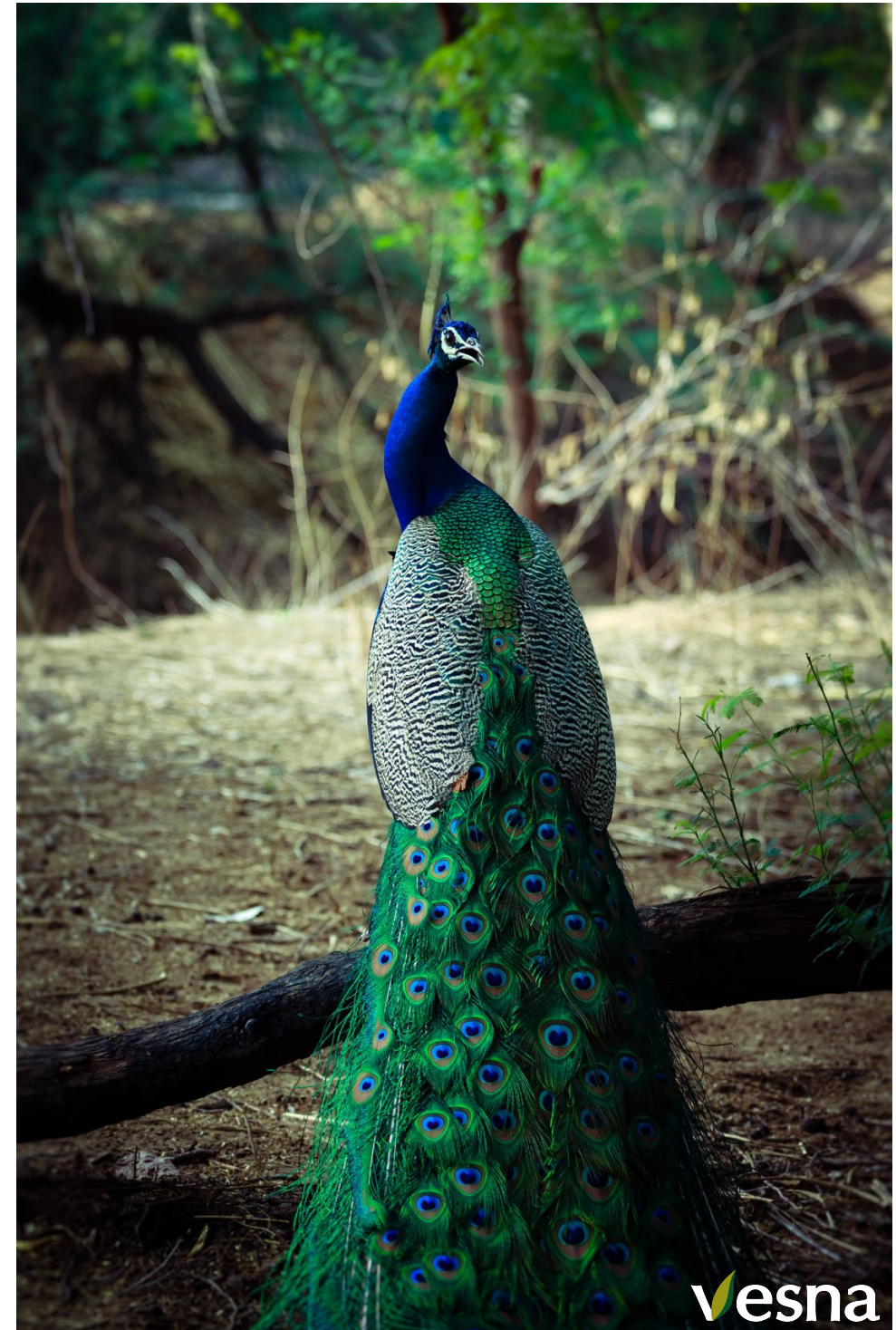
COVID-19

Safety and Hygiene Measures by Vesna Tours

COVID-19 SAFETY REGULATIONS

At Vesna Tours, we are strictly following the elevated health mandates set out by the government and ensuring no safety criteria is overlooked in order to safeguard the health of all our guests. These extraordinary safety measures will be enforced for as long as necessary and until the government de-escalates its regulations.

While Nepal, Southeast Asia, Northern Africa are still planning to open its border with only vaccinated passports. Ukraine, Sri Lanka, UAE, Qatar, have opened their border for fully vaccinated passports and some of them are operating RT-PCT tests limiting the travellers to quarantine for 48-72 hrs. before the start of the travel. India on the other hand has started opening its borders within the states for domestic movements including tourism and will soon confirm its international operations. And will make sure to work as per the plan laid out by the Ministry of Health and Family Welfare ensuring mandatory safety regulations for all tour operators, attractions, hotels, dining and entertainment venues, and all other sectors.



Preventative Measures Implemented by Vesna Tours

1. Staff Safety Procedures

All Vesna Tours staff whose role entail direct interactions with guests (Airport representatives, Drivers, Hotel representatives and Tour Guides) will be fully vaccinated and undergo following safety checklist:

- a) **Daily temperature checks** will be conducted before the start of each shift
- b) All staff are **trained on preventive health measures** (i.e., frequent handwashing, not touching their faces, maintaining a safe distance)
- c) **Masks and Gloves** will be worn by staff at all times
- d) Staff are provided with a **daily supply of hand sanitizers**.



Preventative Measures Implemented by Vesna Tours

2. Guest Arrival Safety Procedures

The following measures will be implemented upon arrival of each guest at each airport:

- a) Our airport representatives will be waiting in the designated arrival zone with our **clear signage** in order to greet guest while maintaining the recommended distance.
- b) Each guest will be **handed exclusive health kits containing masks, gloves and hand sanitizers and other basic necessities.**
- c) We have temporarily discontinued providing **welcome package and** switched to digital formats. All the necessary vouchers, itineraries, tickets and information regarding their trip will be emailed prior to travel.
- d) Guests will be guided towards their vehicle transfer while ensuring **adequate physical distance.**

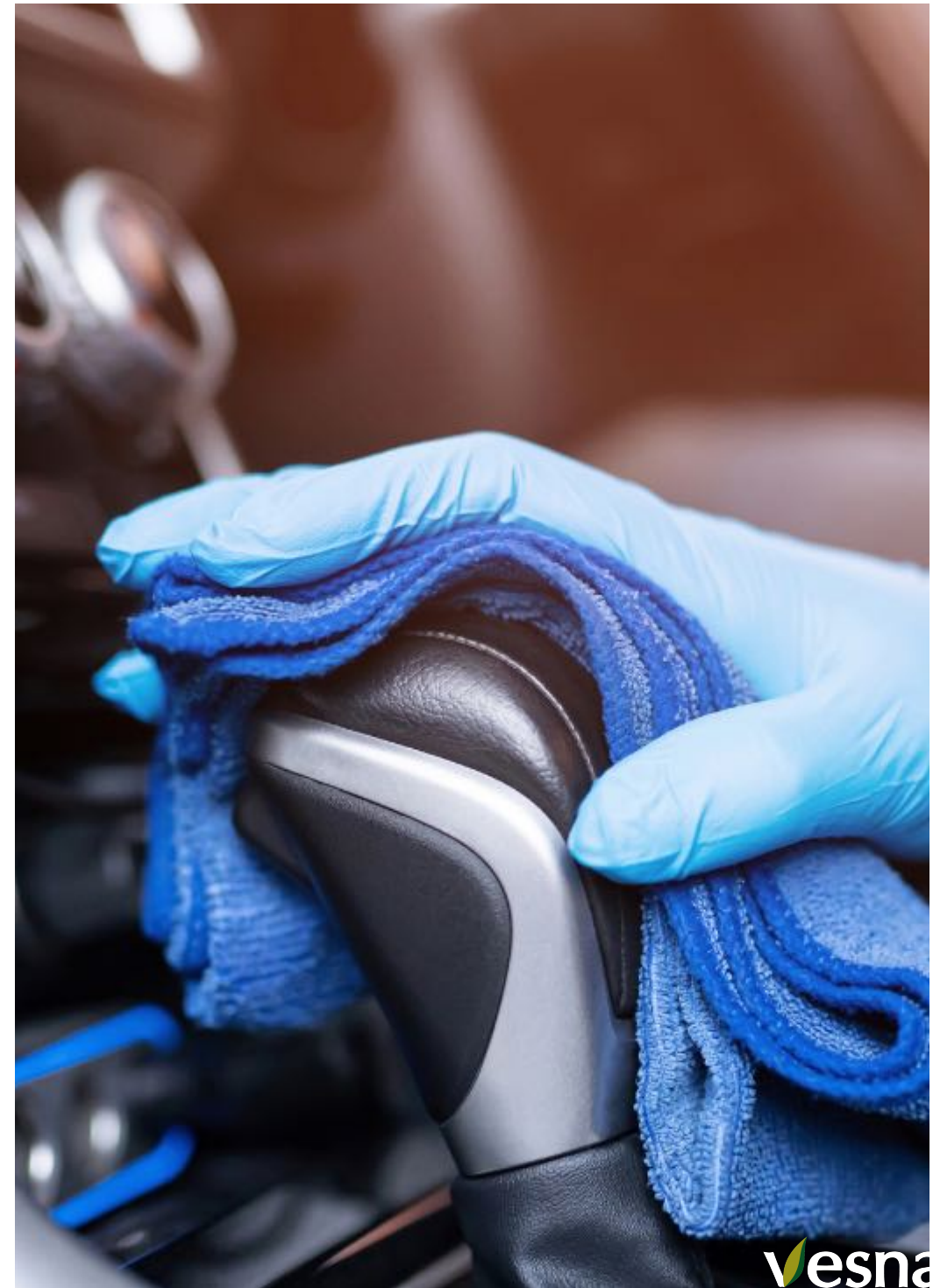


Preventative Measures Implemented by Vesna Tours

3. Vehicle Safety Measures

In compliance with the directives set out by the The Ministry of Health and Family Welfare in India and other countries of Vesna operations, all transfers operated by Vesna Tours will undergo the following safety procedures:

- a) **All vehicles will be disinfected daily** by trained staff using the highest-grade materials. A dedicated team of supervisors will ensure the cleanliness of each vehicle before operation.
- b) Private **vehicles will be disinfected** before and after each transfer. Sufficient disinfectant materials will be stored in the vehicle for daily use.
- c) Boarding and seating procedures on cars & buses will ensure there is **sufficient distance between each guest** at all times.
- d) Passengers will be advised to always keep their **masks and gloves** on when utilizing our services.
- e) Drivers will assist the passengers in **minimizing their touch points** while entering and exiting the vehicle.
- f) **Extra sanitizers** will be available inside all the vehicles.



Important Information:

Vaccination & Covid Tests

A vaccination passport or certificate confirming the full vaccination course of the guest(s) is to be submitted to team Vesna prior to travel.

An RT-PCR test will be conducted prior or upon arrival, limiting your travel within the country for next 72 hours. Only upon receiving a negative result you will be permitted to travel further.

Maintaining records during tour:

On the Group tours, we will be regularly checking the temperature of all group travelers using thermo gun and will be maintaining records in our data. Our team is fully downloaded on precautions & protocols to handle any emergency during travel.



Important Information:

Hotel Accommodation:

For the safety of our clients, we shall only be using and suggesting hotels which are following the Government standards of sanitization and disinfection program and taking proper safety measures.

- a) All individuals entering the hotel establishment will be temperature checked before they are allowed to enter the premises. Any guests or staff showing symptoms will be denied access and the authorities will be notified.
- b) It is mandatory for guests and staff to wear face masks and gloves. Equipment will be available at the hotel.
- c) Hand sanitizer or disinfectant will be placed and marked clearly around the hotel.
- d) Social distancing (minimum 2 meters between individuals) is to be applied at any queuing location.



Important Information:

- e. Dedicated isolation area in case of any COVID-19 symptoms are observed
- f. Comprehensive personal protection kit is available at most of the hotel entrance
- g. Contact-less Mobile check-in and check-out available at certain hotel chains.
- h. Guest luggage is disinfected on arrival
- i. All stationary and loose items such as folders, pens and remotes are thoroughly sanitized
- j. Guest elevators and all public areas have aesthetic markings on the floor to indicate standing positions and social distancing norms
- k. A digital key is provided by a few hotels or else guest room keys are deposited in a drop box and re-used only after sanitization
- l. Deep cleaning and sanitization of the guest rooms and all public areas of the hotel.





Thank you!

Vesna Tours Pvt. Ltd.

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