



GET LOST TRAVEL PTY LTD

SAFE TRAVEL

This Safe Travel Statement communicates our focus on rebuilding tourism in a safe, responsible and sustainable way. We cannot wait to welcome back and assure travellers we will keep them safe when using our services.

GLT

EFFECTIVE: 1 OCTOBER 2020

This Safe Travel Statement is a working document that will reflect changing Government and Industry standards regarding health & safety and as such, will be adapted and changed as needed. You are responsible for reviewing the content of this document periodically and informing yourself of any changes.



ABOUT THIS STATEMENT

Here at GLT, health and safety is our top priority, not only for our travellers, but for our crew, staff and suppliers, so that we can all travel with confidence.

As we gradually return to operating trips, this **Safe Travel Statement** will set out the necessary steps to ensure that we have implemented enhanced procedures and adhere to Safe business practices.

These safety guidelines are in alignment with recommendations from the World Health Organisation (WHO), Australian Government, Health and Safety Authorities, Tourism and Transport Industry Advisory Bodies and approved by the World Travel & Tourism Council's (WTTC) Safe Travel protocols for tour operators.

WHO IS THE GLT?

Any references to 'GLT', 'we', 'our' and 'us' equates to **Get Lost Travel Pty Ltd**, which applies to the following GLT brands and entities below:

Autopia Tours, Wildlife Tours Australia, Melbourne Boutique Tours, Mountain Bike Tours Australia, Cafe Bus Winery Tours, Geelong & Bellarine Tours, Melbourne Bus Hire & Bus Charters, Sydney Bus Charters & Hire, Australian Bus Charters and Tailor Made Touring and Pallets with Purpose.

GLT

Get Lost Travel Group



KEY MESSAGE

GLT is ready to welcome you back to travel with confidence. Safety is paramount at GLT and as such our team is working tirelessly to implement enhanced procedures in response to the COVID-19 pandemic so that you can travel with peace of mind.

In line with both Government and Industry standards, GLT will implement COVID-19 protocols to promote the risk reduction approach and ensure that your health and wellbeing is at the forefront of your experience with GLT.

The key features of GLT's COVID-19 protocols are:

- Clean & Fresh Hygiene
- Our Team Delivery
- Safe Experience
- Responsible Commingling
- Book with Confidence

With all the work in the research and training arena, we aim to ensure our COVID Safe protocols not only comply with, but exceed any local authority recommendations and guidelines. Come with us to explore Australia's unique ancient landscape and enjoy all the benefits of our experience in a relaxed and laid-back style. Experience your 'best day ever' with Get Lost Travel in the knowledge that your health and wellbeing is our highest priority.

CLEAN & FRESH - HYGIENE

Hygiene plays a big part of our commitment to comfort and safety on your travels. As part of this we have implemented precautions which are over and above our normal sanitation routines. This includes regular cleaning and sanitising of all high contact surfaces with an alcohol based cleaner at designated intervals, (in accordance with guidelines from the Department of Health and Human Services).

We will also move to ensure the safest possible touring environment in the following ways:

- All vehicles are equipped with hand sanitiser stations
- Regular cleaning and sanitising of Air Conditioning filter/s in all vehicles.
- Increased cleaning and sanitising in all areas, with a particular emphasis on high touch points and hard surfaces
- Fresh air circulation to be provided where possible in our vehicles.
- Personal hygiene equipment ie. gloves and face masks are available on our vehicles

OUR TEAM DELIVERY

Our COVID safe plan is a comprehensive roadmap enabling us to provide every guest the highest level of safety and peace of mind. Our entire team from the back office to the frontline is extensively tutored and trained to be able to deliver the safest possible experience for every traveller. From hygiene and infection control protocols to Personal Protective Equipment, our staff are well equipped in all safety and preventative measures.

SAFE EXPERIENCES

Committed to safe travel measures the GLT group has introduced a number of protocols if any guests or staff member becomes unwell during travel, so that we can respond quickly and discreetly to any such event, including safe return from remote locations.

Things to know before you travel:

- Pre-travel surveys to be completed to ensure that guests with any symptoms of illness prior to travel will be requested not to travel
- Daily health screening of all road crew prior to departure
- Temperature screenings of guests will be conducted regularly throughout the journey
- We will comply with and/or exceed all government legislation and guidelines regarding staff and guest safety in the jurisdictions we operate in at all times.
- We will always move to ensure the appropriate vehicle size is allocated taking into account the number of guests in line with Government legislation and guidelines.

RESPONSIBLE COMMINGLING

Physical distancing protocols will be in place wherever possible during your travels with us, where this is not possible, every preventative measure will be taken to ensure the highest levels of safety. All of our tours and experiences have been audited, and where necessary, amended to ensure appropriate space and hygiene whilst still enabling us to offer a unique and safe experience. Rest assured that we will only make available experiences that are deemed to be safe to operate by the relevant health authorities.

BOOK WITH CONFIDENCE

Contact Information

We will collect certain information from you when you make a book a trip, which will be kept on file for 30-days for the purposes of contact tracing. The following personal information will be required:

- Your full name, postal address, phone number, email address and date of birth. We may also ask for a self health declaration form to be completed prior to departure, which are considered sensitive under data protection laws.

Flexible Bookings Terms

The following special conditions apply to all new bookings, as we understand that plan can change and we want to provide our consumers with peace of mind when booking with us.

- **Flexible Deposit** – You may cancel your trip at any time up to 21 days before the scheduled departure date and receive travel credit with us equal to 100% of the value of your original booking. You can transfer your deposit to another available trip of your choice which is operated by us.
- **No Change Fees** – You may reschedule your booking for an alternative departure date at no cost, if you make your request at least 14 days prior to your scheduled departure date.

CUSTOMER RECOMMENDATIONS

We need the assistance of our staff and guests to ensure we can provide the safest possible environment for making the most of the experiences on offer. As part of this we ask that our customers assist us and other guests in the following ways:

- If you are experiencing a fever, (a temperature of 37.5C or greater), or if you have any symptoms of COVID-19. PLEASE DO NOT TRAVEL. Contact our reservations team on (03) 9393-1386 to make alternative arrangements.
- Make yourself available for contactless temperature testing by our staff prior to joining the tour.
- Wear a face covering, (face mask), if directed to do so.
- Guests are asked to take all reasonable steps to maintain physical distancing of 1.5 metres from other people wherever possible.
- Provide your name and contact details to our staff.
- When sneezing or coughing, cover with a tissue or your elbow and avoid touching the face, eyes, nose or mouth. Dispose of tissues hygienically and wash/sanitise hands as soon as is practicable.
- Wash your hands in the following circumstances:
 - Prior to joining the tour
 - After eating
 - After coughing or sneezing
 - After using the restrooms
 - After touching other potentially contaminated surfaces

COVID FORCE MAJEURE - CANCELLATIONS TERMS

We appreciate that the situation continues to evolve every day. We've recently amended a number of our terms and conditions to ensure the ongoing comfort and safety of our customers and crew.

In light of the current uncertainty, we understand that some travel plans need to be changed, and we're here to support our customers wherever possible. See above flexible booking terms.

Cancellation by the traveller:

(a) unlimited supply of free date changes available up until 14-days prior to departure; or

(a) 21 days or more prior to departure, we will refund 100% of the monies paid by you as credit; or

(b) 21 days or fewer prior to departure: we will hold 100% of the deposit paid by you in connection with the booking as a credit voucher, valid for redemption within 12 months from date of purchase and transferable between tours operated by GLT throughout Australia; or

(d) cancellation prior to departure due to you having COVID-19/ "flu-like symptoms", supported by a medical certificate, we will refund 100% of monies paid by you either directly or via your booking agent

Cancellation by us:

Extended Tours – We may cancel a trip at any time up to or outside of 56 days before departure. We may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events occurs that deem it not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer deposits paid to an alternate departure date or be reimburse the amount equal.

In circumstances where the cancellation is due to external events outside our reasonable control refunds will be less any unrecoverable costs. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights. No further cancellations should be made within 21 days.

Conditions of Carriage

Following the introduction of 14-day self-isolation regulations for international travellers arriving into Australia, we have updated our conditions of carriage as a precautionary measure to ensure the ongoing health and wellbeing of our customers and crew.

All customers travelling with GLT group will be asked to provide evidence of their date of arrival into Australia.

This can be done through the provision of inbound flight documentation, passport stamps, proof of accommodation or any other means which shows either an arrival date:

- prior to 12:01 am on the 16th of March 2020, or
- 14 days prior to the scheduled date of departure of their tour.

Failure to provide documentation may result in customers denied boarding.

Customers due to travel within 14 days of arriving in Australia should look to contact our customer service team to arrange moving to alternative dates (at least 7 days prior to travel) or obtain credit for future travel. Until such time as we can return to general conditions of carriage and isolation regulations have been relaxed.

As Restrictions Ease

As we are all too aware, government guidelines and travel restrictions will continue to evolve on a daily basis and so to will GLT's adaptability to the changing conditions. If you are at all concerned or in doubt regarding anything mentioned above prior to travelling, please do not hesitate to reach our to our team.

If you're currently travelling, and in need of assistance please contact your travel agent directly or call our Customer Service team on (+61) 3 9393 1386.

COVID ACTION PLAN

At all times, guests with any symptoms of COVID-19 should not join the tour, these symptoms include:

- Fever, chills or sweats
- Sore throat
- Cough
- Loss of sense of smell or taste
- Runny nose

In the event that one of our guests develops or presents with symptoms of COVID-19 during the course of a tour, we will action the following plan:

1. **ISOLATE** – If the guest has serious symptoms such as difficulty breathing, our staff will call 000 for urgent medical help. Otherwise, the guest will be isolated from others and provided with a disposable surgical mask.
2. **SEEK ADVICE** – Our staff will contact the Victorian State Government Coronavirus (COVID-19) Hotline to seek advice for how to proceed on 1800 675 398, (Open 24 hours, 7 days). Contact details of the guest and other passengers should be available.
3. **TRANSPORT** – We will arrange transportation of the guest to a location where they can isolate, or alternatively to a medical facility if necessary. We will make all efforts to minimise exposure to other guests. If it is best to use a taxi / ride share service, we will provide a surgical mask and will encourage guests to avoid direct contact with the driver, including sitting in the back seat.
4. **CLEAN & DISINFECT** – Following the safe transfer of the guests. Our staff will clean and disinfect the areas where the person and close contacts have been using PPE, (Personal Protective Equipment).
5. **IDENTIFY & INFORM** – We will consider who the person has had close contact with and if instructed by public health officials, we will advise close contacts they may have been exposed and follow advice on quarantine requirements.
6. **REVIEW RISK MANAGEMENT CONTROLS** – We will review COVID-19 risk management controls and remain committed to constantly reviewing all legislation and guidelines from all of the relevant jurisdictions around Australia that we operate in and amending this document as required.

Once again, we look forward to making our unique experiences available to you and can't wait to see you.

We look forward to hosting your next adventure in Australia.

#gltsafe
#TravelSafeAustralia
#HolidayHereThisYear

