

# Collette's Travelling Well Experience

## Our Commitment to Your Well-Being and Enjoyment

Each guest that travels with us deserves a memorable and fulfilling travel experience. And we intend to continue to deliver on that promise. Your health, well-being, and enjoyment remain our top focus — just as they have been since we started in 1918.

Our team consults with health and security experts all around the world to ensure a healthy and enjoyable travel experience. Let's take a look into the steps we're taking for you.

### BEFORE YOUR TOUR



#### Cancel for Any Reason Waiver

Our Travel Protection Plan financially protects you in the event you need to cancel or move your trip to a different date. [Learn more here](#)



#### Pre-Tour Health Screenings

We will ask all travellers to complete a wellness declaration form before joining their tour.



#### Private Sedan Service

Your ride to and from the airport will be stocked with fresh water for every pickup and all surfaces will be disinfected daily and after every passenger.

### AFTER YOUR TOUR



#### Post-Tour Survey

After you get home, you'll be able to share your opinion your tour experience, allowing us to constantly improve for the benefit of future guests.



### DURING YOUR TOUR



#### Smaller Groups

Tours will operate with a number of empty seats to allow guests to space out for a more comfortable experience.



#### Your Tour Manager

We have employed new and enhanced hygiene & physical distancing protocols for tour managers. They are local experts and highly trained to handle a variety of unexpected situations — including illnesses and emergencies. They are also available 24/7 for guests throughout the tour should any situation arise.



#### Use of Face Coverings

Face coverings will be included with your pre-tour documents and will be required throughout many experiences on tour including the motor coach and air travel.



#### Motor Coach

All surfaces will be sanitized often, including regular cleaning of high-touch areas with disinfecting wipes. Hand sanitizer will be available at all times and drivers will wear protective gear when appropriate.



#### On-Tour Experiences

We work closely with our local partners to ensure adequate physical distancing during meals, experiences, and sightseeing. Guests may be rotated in smaller sub-groups when necessary.



#### On-Tour Insurance Coverages

When you purchase our Travel Protection Plan, you'll have access to telehealth services should you need it, plus you're covered on tour for emergency assistance, baggage loss, trip interruption, medical expenses, and more. [Learn more here](#)



#### Self-Screening

We will ask all travellers to monitor their health throughout their tour, with protocols in place in the event someone becomes ill.



#### Hotels

Specific protocols will vary from destination to destination, hotel to hotel. Overall, rooms and areas like restaurants, fitness centres, etc. will be deep-cleaned regularly, with rooms disinfected thoroughly between guests. High-traffic areas like lobbies and elevators will be cleaned hourly.