

TRAVEL SAFETY CHARTER

A safe return to adventure

Exodus Travels is committed to the safety of our travellers, leaders, staff and suppliers at all times. It's just as important now as it was back in 1974, when we took our first travellers on an overland journey deep into the heart of the Hindu Kush in Afghanistan. With a focus on the great outdoors and getting off-the-beaten track, our expertly guided active & adventure trips are well suited to safe and healthy travel.

Our 4 tier Travel Safety Charter

You can rest assured that we only run trips that comply with our 4 tier Travel Safety Charter.

SAFE DESTINATIONS

Our 5-stage approval process before a destination opens to our guests.

CLEANING PROTOCOLS

Enhanced, regular cleaning at accommodation, at meals and on transport.

HEALTHY SMALL GROUPS

We travel in small groups, and all members self-declare they are COVID-free before departure and take a temperature check on arrival.

SPECIALIST GUIDANCE

Local and Head office support available in every destination, all day, every day of your trip.

Behind the scenes we've been introducing these enhanced safety protocols in response to COVID-19, which is also in line with the World Travel & Tourism Council's (WTTC) Safe Travel protocols for tour operators.

Safe Destinations

All of our Exodus destinations will be required to pass a 5-stage approval process, which includes UK Foreign, Commonwealth & Development Office (FCDO) advice and assessment of additional destination information by, Healix, a leading independent Travel Risk Management company.

You can [contact our Travel Experts](#) at any time for the latest information on local travel guidelines, country entry requirements or health certifications. We will update trip notes and advice so you have up-to-date information in your departure information.

Our 5-stage approval process

We will only travel to a country where the following criteria has been met:

- The UK Foreign, Commonwealth & Development Office (FCDO) advice is positive.
- COVID infection rates are under control.
- Entry requirements are reasonable and local restrictions do not significantly impair the itinerary.
- We have access to a list of approved emergency medical services.
- Our local partners are able to meet our COVID safety requirements.

We use, Healix, a leading Global Travel Risk Management company to ensure we have correct, consistent and up-to-date information about all destination risks. For certain countries, should passengers wish to travel against FCDO advice, details will be provided so travellers are fully informed before making their choice to travel.

How do I know if my trip is going ahead?

Exodus will be reviewing all upcoming departures on a rolling, week by week basis, to assess whether we can safely travel to the destination country. We will review all departures approximately 11 weeks before departure. At this point we will either confirm that we believe there is a good chance of the trip running at that stage, or cancel the departure. All clients will be written to in either case.

We will then monitor the departure for a further 4 weeks, using our 5 stage approval process, and will make a final decision on running the tour approximately 7 weeks before departure. We will communicate with all clients to advise if their trip is scheduled to now travel or not. We will issue updated Trip Notes at this stage and also ask clients to read and confirm they understand the requirements we have of our customers to protect themselves and other group members. Between this point and travel, we will continue to monitor all destinations and will notify clients immediately should the status of their departure change

Cleaning Protocols

Enhanced cleanliness and hygiene safety measures will be introduced in our accommodation, transport, meal locations and venues, and our local teams will visit each one in advance of travel.

Exodus Travels has received the World Travel and Tourism Council's Safe Travels stamp, which provides travellers with additional assurance that we have adopted health and hygiene global standards designed to keep your travels as safe as possible.

Your accommodation

We will check that enhanced cleaning protocols have been introduced by our accommodation providers, which may include the following:

- Enhanced cleaning measures, with focus on 'high-touch' areas to be routinely carried out in the properties used.
- Staff trained in relation to the Prevention of Spread of Infection (POSI) for inside and outside the workplace.
- Processes implemented to allow for physical distancing in public areas, for example during the check in process, in lifts and in public seating areas.
- Enhanced standards for food preparation which may include training, use of face masks if required, superior cleaning for areas that are involved in meal preparation, and replacing a restaurant's buffet service with a waiter service.
- Additional single rooms at a preferential rate for solo travellers who would like them. Please speak to the team who will be happy to arrange this for you.

On your transport

- We use spacious, private vehicles restricted to your group members only. Your guide will ensure that customers use the same seat for all journeys in one day.
- Vehicles are thoroughly cleaned before departure, and daily throughout your trip. Hand sanitisers are readily available onboard where regular handwashing may not be possible.

Travelling by plane?

- *Our airline partners have been making changes to the way they operate in order to prevent the spread of COVID-19. After arriving at the airport, you'll notice that your experience will be a little different to what you're used to. Social distancing rules are as they are in other public spaces, so must be followed as much as possible, and in order to help protect yourself and others on your journey you will need to wear a face covering in the airport and throughout your flight. There will also be more readily-available hand sanitiser throughout the airport and the option to check in online and utilise a self-service bag drop. Onboard, aircrafts are typically fitted with HEPA filters which replace cabin air every three to four minutes and cabins are thoroughly disinfected daily, providing surface protection from viruses that lasts for at least 24 hours.*
- *Measures differ by airline and destination country, so please check with your airline or visit the [International Air Transport Association \(IATA\) website](#) for the most up to date flying advice.*

At your meals

Suitable venues will be proposed for all meals, whether included in the price of your holiday or at your own cost, and whether your guide accompanies you or not.

The meal venue proposed will reflect:

- Cleanliness and hygiene measures for staff, equipment and venues.
- Use of face masks for staff involved in the preparation and serving of food.
- Options to effectively distance from other customers.
- Measures laid out by local government or controlling authorities.

Healthy Small Groups

On our guided group trips, you'll join a 'small group bubble' (average of 10 travellers). Every member of your small group will complete a declaration prior to travel, to state they are free of COVID symptoms and any known exposure, and will be asked to take a temperature check in the first 12 hours upon arrival.

Before you travel

- Prior to your trip we will send you our latest safe travel guidelines. We'll ask you to acknowledge that you understand and will abide by the advice to keep the group safe and well.
- If in the unlikely event you show symptoms of COVID-19, or have received a positive test or have been asked to self-isolate via your Government's Test and Trace scheme up to 20 days before travel, we will refund you free-of-charge. Terms apply.
- We recommend that you purchase travel insurance that includes medical cover for COVID-19, Coronavirus, or any pandemic illness. You will need this to cover any care or costs relating to COVID-19.

Vaccinations and overseas travel

- We acknowledge that worldwide vaccination is the way to revive global tourism to continue to benefit communities that rely on overseas visitors. While the prevention of transmission properties of vaccines remain unconfirmed, and roll-out variable around the world, Exodus will not be adding specific vaccine requirements to our COVID travel policy. In the short term we expect the provision of a negative COVID test to be the most common pre-requisite for entry into many destinations.

Restrictions on movement in your home country

- Customers should always follow the law in their country with regards to travel abroad, or travel between regional tiers. Please ensure you remain aware of the travel rules and requirements within your country of residence. Should you be required not to travel, we will not charge you for cancellation, according to the conditions in our [Book with Confidence](#) promise.

On your trip

- We keep group sizes small in order to maintain a low risk ‘small group bubble’, with an average of 10 guests in each group.
- Additionally, group members will be asked to do a temperature check on arrival or within the first 12 hours of the start of the tour.
- For now, your Exodus Guide won’t shake hands on arrival or hug on departure, but will offer support on an activity, like a tricky point on a walking trail, where the benefit is deemed to outweigh the risk.
- Your Exodus Guide will ask you to report any COVID symptoms immediately, so that appropriate action can be taken to safeguard the group.
- Your Exodus Guide will carry some extra personal protection equipment, for example face masks, disposable gloves, hand sanitiser, thermometer; surface cleaning materials & COVID-19 tests. You should bring your own face-covering and hand-sanitiser supplies for the duration of your trip. Your leader will carry some spare items for use in emergency, but should not be relied upon. You will be asked to follow Exodus face-covering and handwashing guidelines, plus any local government requirements, which will be reconfirmed by your leader on arrival.
- In the unlikely event that your group needs to self-isolate, your local team will offer support throughout. We will help arrange accommodation and food and help to organise medical care and liaise with your insurance provider. In the unlikely event that a guide contracts COVID, they will be replaced immediately.

We’ve added hassle-free COVID tests into our trip itineraries to meet UK re-entry requirements

- You currently need a negative COVID test result to return to the UK, taken within 72 hours (3 days) of return. So, we’ve built this into our trip itineraries to make it hassle-free.
- In fact, we will only operate holidays where we can identify, and make arrangements for testing that allows for UK compliant results to be issued in time for your return travel to the UK. Expected test costs (paid locally) will be included in the final version of the trip notes.
- We recommend that your travel insurance policy includes COVID-cover, so that your costs will be covered until you are able to return home should you test positive (subject to conditions). If you wish you can purchase COVID-inclusive travel insurance from us when you book.
- If, through no fault of your own, your test result is delayed, Exodus will cover your accommodation costs until you are able to travel, and rearrange your flights (for flight inclusive customers).

24/7 Expert Guidance

Your expert local guide will plan ahead to minimise time in crowded places by re-routing or arriving at quiet times, where possible.

Our experienced UK based response-team work in tandem with your guide to keep you safe on your adventure, helping to identify local medical facilities or arrange for you to come home if required.

- Prior to your trip, our UK HQ will work with the local team to re-route or amend itineraries, where necessary and possible, to avoid high risk or high-density locations and comply with local guidance. We will be updating and sending new Trip Notes 7 weeks before departure, and these will advise if there are any changes to the itinerary.
- Because we have put measures in place to keep the group healthy and safe, there will be occasions where you are in relatively close proximity to members of your group. You may be sitting beside each other on buses, meals will be shared together at communal tables and you will travel around in relative close proximity, as normal. Your guide will plan ahead to minimise time in crowded places by re-routing or arriving at quiet times, where practical but you should understand that it may not always be possible to avoid crowds or busy places.
- We will make every effort to reduce prolonged close interaction with the general public, especially in indoor spaces.
- Your Exodus Guide will advise you if face masks are recommended for a specific visit.
- Our UK HQ response team have details of the most suitable medical care facilities for each point on the trip, and will work in tandem with your guide, should you need it.
- If official travel advice changes during your trip, your guide will work closely with UK HQ to reroute or help with repatriation if required.

Contact our Travel Experts for more information and details of your trip's additional safety extras.

We constantly monitor the best ways to provide incredible adventures and keep our groups safe and healthy. Based on this we revise our Travel Safety protocols in an on-going basis, reflecting any changes on this page.