



**YOUR EXCLUSIVE TOURS**  
YOUR TOUR YOUR EXPERIENCE

# **COVIDSAFE GUIDELINES**

**&**

# **COVID-19 RESPONSE PLAN**

Updated Monday 26 October 2020

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MOBILE: +61 459 550 133  
MAIL: PO BOX 2163, BAYSWATER VICTORIA 3153  
WEBSITE: [WWW.YOUREXCLUSIVETOURS.COM.AU](http://WWW.YOUREXCLUSIVETOURS.COM.AU)  
EMAIL: [INFO@YOUREXCLUSIVETOURS.COM.AU](mailto:INFO@YOUREXCLUSIVETOURS.COM.AU)



# YOUR EXCLUSIVE TOURS

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## **COVIDSafe PLAN**

Your Exclusive Tours is committed to ensuring the Health, Safety, and Welfare of our stakeholders (Guests, Staff, & Suppliers). In accordance with State & Federal guidelines, we have designed and implemented guidelines to provide a safe touring environment and response plan to minimising the threat, exposure, and spread of Coronavirus (Covid-19).

## **WHAT IS COVID-19?**

Coronaviruses are a large family of viruses that cause respiratory infections. These can range from the common cold to more serious diseases. COVID-19 is a disease caused by a new form of coronavirus.

## **SYMPTOMS OF COVID-19**

Symptoms of COVID-19 can range from mild illness to pneumonia. Some people will recover easily, and others may become very sick very quickly. People with Coronavirus (Covid-19) may experience symptoms such as:

- Fever
- Respiratory Symptoms:
  - Coughing
  - Sore Throat
  - Shortness of Breath
- Runny Nose, Loss of sense of smell, Altered Sense of Taste, and Loss of Appetite.

## **SIX COVIDSafe PRINCIPLES**

All businesses are required to have a COVIDSafe Plan according to State and Federal Guidelines. A COVIDSafe Plan applies the six COVIDSafe principles and set outs actions to help prevent the introduction of Coronavirus (Covid-19) in the workplace.

Your Exclusive Tours workplace is diverse and not limited to our vehicles, supplier experience locations, sightseeing locations, dining location (Café, Restaurant, Pub / Bar, Winery, Brewery, Distillery, etc.), and pick up & drop locations (Hotels, Motels, Private Residence, & agreed collection points.

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Our COVIDSafe Plan covers the following principles:

- i) Physical Distancing
- ii) Wear a Face Mask
- iii) Practise of Good Hygiene
- iv) Keep records and act quickly if staff / guests become unwell.
- v) Avoid interaction in enclosed spaces
- vi) Create workforce bubbles.

### **YOUR EXCLUSIVE TOURS GUEST PACKS**

Your Exclusive Tours has created Guests Packs that are supplied to our guests travelling with us. The Packs include:

- Hand Sanitiser
- Tissues
- Face Mask (if guests Face Mask is deemed not suitable).

### **GUEST GUIDELINES**

We request any guest travelling with Your Exclusive Tours to abide by the following guidelines:

- Should you be experiencing a fever (a temperature of 37.5 degrees or greater), or you are displaying symptoms of Covid-19, please do not travel and/or participate in your private tour with us. We ask that you contact the Your Exclusive Tours office to make alternative arrangements.
- We encourage you to download the COVIDSAFE App from Australian Government Health Department website. The COVIDSafe app is a tool that helps identify people exposed to coronavirus (COVID-19). It helps us support and protect you, your friends and family, and used for contact tracing purposes. [The COVIDSAFE APP.](#)
- At the commencement of all tours / bookings, Guest Contact Details (Name / Phone Number) is being collected for the purpose of contact tracing in the event of a suspected coronavirus (COVID-19) case with this tour / booking. All details will be recorded and kept for a minimum of 28 days from the date stated on top of this page. Your information will not be released to the public or shared with any third party except the Victorian Department of Health and Human Services, who will use it to

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contact people who may have been exposed to coronavirus (COVID-19). The information collected will be destroyed after 28 days.

- Guests will take reasonable steps to maintain a Social Distancing of 1.5 metres where possible and applicable.
- Coughing or Sneezing - cover your mouth and nose with a tissue and put used tissue in the bin after use. If you do not have a tissue, cough or sneeze into your upper sleeve or elbow, *NOT YOUR HANDS*. WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer. ([Cough and Sneeze Poster](#))
- Washing Hands – before and after eating, coughing or sneezing, going to the toilet, touching potentially contaminated surfaces, changing tasks, and after any experiences. We ask that you wash your hands with soap and water for at least 20 seconds. ([How to Wash Your Hands Poster](#))
- Your Exclusive Tours prides itself on providing a safe working and touring environment free from any forms of bullying, harassment, and anti-social behaviour. Any form of this type of conduct is unacceptable and will not be tolerated.

## **STAFF GUIDELINES**

We require any staff working for Your Exclusive Tours to abide by the following guidelines:

- Before commencing work and touring, our staff will complete a Staff Coronavirus (COVID-19) Health Questionnaire.
- Should a staff member be experiencing a fever (a temperature of 37.5 degrees or greater), or displaying symptoms of Covid-19, they will not work and remain at home.
- Your Exclusive Tours staff member will be asked to seek medical attention and be tested for Coronavirus (Covid-19). Once tested, the Staff Member shall isolate until such time they receive a negative result for Covid-19.
- We encourage all Staff Members to download the COVIDSAFE App from Australian Government Health Department website. The COVIDSafe app is a tool that helps identify people exposed to coronavirus (COVID-19). It helps us support and protect

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you, your friends and family, and used for contact tracing purposes. [The COVIDSAFE APP](#).

- Coughing or Sneezing - cover your mouth and nose with a tissue and put used tissue in the bin after use. If you do not have a tissue, cough or sneeze into your upper sleeve or elbow, *NOT YOUR HANDS*. WASH your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer. ([Cough and Sneeze Poster](#))
- Washing Hands – before and after eating, coughing or sneezing, going to the toilet, touching potentially contaminated surfaces, changing tasks, and after any experiences. We ask that you wash your hands with soap and water for at least 20 seconds. ([How to Wash Your Hands Poster](#))

## VEHICLE GUIDELINES

Your Exclusive Tours has developed and implemented an extensive Vehicle Guideline to ensure the following:

- Vehicle Cleaning Procedure will occur at the end of a booking / tour, throughout a booking / tour, and at the end of shift or day.
- Our Vehicle Cleaning Procedure covers key touchpoints of our passengers (door handles, seats belts, head & arm rests, etc.) and drivers (steering wheel, dashboard & controls, door handles, indicator & wiper stalks, etc.).
- As part of our Vehicle Cleaning Procedure, we use commercial grade sanitation products such as alcohol-based cleaners, disinfectant wipes, and personal protection equipment.
- Your Exclusive Tours will supply Guests with their own individual hand sanitiser & tissues in a guest pack with bottled water. Face masks and nitrile gloves are available upon request.
- The vehicles carry's additional supplies of hand sanitiser, tissues, face masks, nitrile gloves, gowns, bottled water, cleaning products, and a first aid kit.

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- Your Exclusive Tours reserves the right to allocate the appropriately sized vehicle and passenger seating plan for our guests travelling with us. This is to ensure safe physical distancing in accordance with the [Victoria Government Guidelines](#).
- All our itineraries allow time for guests to embark and disembark from our vehicle for social distancing, any cleaning requirements that is required, and ensuring maximum time at each experience.
- The vehicle will always have fresh air circulating where possible.
- Should Your Exclusive Tours become aware of any potential threat or exposure, and/or guest testing positive for Coronavirus (Covid-19), the vehicle will be removed from service and given "Deep Clean".

## **SUPPLIER GUIDELINES**

Your Exclusive Tours engages with various suppliers to deliver our experiences as part of our private tour / booking. We request that our guests and staff abide by our Supplier Guidelines.

- Each of our Suppliers are required to follow and comply with State & Federal Guidelines in having a COVIDSafe Plan.
- Guests and Staff will follow the directions of our Supplier's COVIDSafe Plan and any instructions given via our Supplier for the experience.
- Guests and Staff will take reasonable steps to maintain a Social Distancing of 1.5 metres where possible and applicable. This will ensure our experiences are capable of being performed in a safe manner and environment.

## **CORONAVIRUS (COVID-19) CANCELLATION TERMS**

In the event you are cancelling due to Coronavirus (Covid-19), Your Exclusive Tours asks that you contact us directly, your agent, and/or booking supplier on how to proceed with your tour / booking.

Whilst your Health, Safety, and Wellbeing is of the utmost importance, Your Exclusive Tours will use it best endeavours to remedy the situation, but not limited to:

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- i) Payment has been received, you can:
  - a. Reschedule the booking for a future date at the same price you originally paid.
  - b. Issue a Gift Certificate to the value of your tour / booking, which is valid for 12 months thereof.
- ii) Should you be seeking a refund, then deductions for any experiences and/or out of pocket expenses may be applied, and/or the [Terms & Conditions](#) of our Cancellation Policy will apply.

## **COVID-19 RESPONSE PLAN**

We request that any guest showing signs or symptoms of Coronavirus (Covid-19) not to travel, and/or participate in your tour with us. Signs and symptoms may include:

- Fever
- Respiratory Symptoms:
  - Coughing
  - Sore Throat
  - Shortness of Breath
- Runny Nose, Loss of sense of smell, Altered Sense of Taste, and Loss of Appetite.

Should a guest show signs and symptoms of Coronavirus (Covid-19) during a tour / booking, Your Exclusive Tours will implement the following procedure:

### **1. ISOLATE**

- Should the guest show signs of shortness of breath or difficulty in breathing, the staff member will call Emergency Services for urgent medical assistance.
- The guest will be isolated from other guests and provided with a face mask, nitrile gloves, gown, and bottle of water.

### **2. SEEK ADVICE**

- The Staff Member will advise Your Exclusive Tours Management and contact Victorian State Government Coronavirus (Covid-19) Hotline on 1800 675 398.

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- The Staff Member will follow the directions of Victorian State Government Coronavirus (Covid-19) Hotline

## 3. TRANSPORT

- Arrangements will be made to transport the guest to a facility where they can isolate or seek medical attention, as required.
- To minimise exposure to other guests, alternative transport arrangements may be required. This includes another vehicle sent to collect the guests, taxi and/or ride share service to be used.

## 4. DEEP CLEAN

- Upon the safe transfer of our guests, the vehicle will undergo a “Deep Clean”. A deep clean involves cleaning and disinfecting all surfaces inside and outside the vehicle.

## 5. IDENTIFY & INFORM

- Your Exclusive Tours will make available our Guest Contact Log to the Contact Tracing Team at Department Health & Human Services.
- Based on advice or direction from Department Health & Human Services, Your Exclusive Tours will advise guests of any close contacts or potential exposure to Coronavirus (Covid-19) along with any advice regarding testing and quarantine requirements.

## 6. RISK MANAGEMENT CONTROLS

- Your Exclusive Tours will review our CovidSAFE Plan, Covid-19 Response Plan, and Covid-19 Risk Management Controls every 12 months in consultation with our stakeholders or as directed by State or Federal Government Guidelines to include any changes, amendments, and/or control measures.

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## CERTIFICATIONS

Your Exclusive Tours has participated and completed tourism industry training to be recognised as a CovidSafe and Covid Ready business. We have met the requirements set via industry bodies of:

- Australia Export Tourism Council
- Australian Member of the Tourism Trade Checklist
- World Travel & Tourism Council



## ADDITIONAL INFORMATION

Should you require any additional information or have questions regarding the Your Exclusive Tours CovidSAFE Plan or Covid-19 Response Plan, please do not hesitate to contact our office on +61 459 550 133 or email: [info@yourexclusivetours.com.au](mailto:info@yourexclusivetours.com.au)

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## Face masks

### What you can and cannot wear



A fitted mask needs to be worn covering both your nose and mouth.



You can wear a face shield with a fitted face mask.



A fitted snood, Buff® or gaiter can be worn covering both your nose and mouth.

There are two types of face masks you can wear: cloth masks and surgical masks.

- Cloth masks are made of washable fabric and can be washed and re-used.
- Surgical masks are single-use masks and cannot be washed or re-used.



You cannot wear a bandana or scarf on its own.



You cannot wear a face shield on its own.



You cannot wear a loose snood, Buff® or gaiter on its own.



#### How to put your mask on

**Step 1:** Wash your hands with soap and water before putting on the mask.



**Step 2:** Make sure the mask covers your nose and mouth and fits snugly under your chin, over the bridge of your nose and against the sides of your face.



Do not touch the front of the mask while wearing it.

**Step 3:** If you do touch the mask, wash your hands with soap and water or sanitise your hands immediately.

Do not allow the mask to hang around your neck.



#### How to take your mask off

**Step 1:** To remove the mask, wash your hands with soap and water or sanitise your hands first.

**Step 2:** Carefully remove your mask by grasping the ear loops or untying the ties. For masks with a pair of ties, unfasten the bottom one first, then the top one.

**Step 3:** If your mask has filters, remove them and throw them away.



**Step 4:** Fold the mask and put it directly into the laundry or into a disposable or washable bag for laundering. Single-use surgical masks should be disposed of responsibly and not be re-used.

**Step 5:** Wash your hands with soap and water or sanitise your hands after removing the mask.

To receive this publication in an accessible format, email the Department of Health and Human Services <COVID-19@dhs.vic.gov.au>

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Available at: DHS VIC - coronavirus disease (COVID-19) <<https://www.dhs.vic.gov.au/coronavirus>>



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### GUEST CONTACT TRACING DETAILS

TOUR: \_\_\_\_\_ BOOKING NO: \_\_\_\_\_  
GUIDE: \_\_\_\_\_  
DAY: \_\_\_\_\_ DATE: \_\_\_\_\_  
NUMBER OF GUESTS: \_\_\_\_\_  
PICK UP LOCATION: \_\_\_\_\_  
DROP OFF LOCATION: \_\_\_\_\_

NAME	CONTACT NUMBER	TEMPERATURE CHECK	TIME IN	TIME OUT

At the commencement of all tours / bookings, Guest Contact Details (Name / Phone Number) is being collected for the purpose of contact tracing in the event of a suspected coronavirus (COVID-19) case with this tour / booking. All details will be recorded and kept for a minimum of 28 days from the date stated on top of this page. Your information will not be released to the public or shared with any third party except the Victorian Department of Health and Human Services, who will use it to contact people who may have been exposed to coronavirus (COVID-19). The information collected will be destroyed after 28 days.

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## Protect yourself and your family

Cover your cough and sneeze



1

**COVER** your mouth and nose with a tissue when you cough or sneeze.

Put your used tissue in the rubbish **BIN**.

2



3

If you don't have a tissue, cough or sneeze into your upper sleeve or elbow, **NOT YOUR HANDS**.

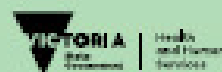
**WASH** your hands with soap and running water. Dry your hands thoroughly with a disposable paper towel or hand dryer.

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Stay germ free and healthy

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## Protect yourself and your family

Wash your hands regularly



1

Wet your hands.

Put soap on  
your hands.



2

Rub the soap over all  
parts of your hands for  
at least 20 seconds.



3

Rinse your  
hands under  
running water.



4

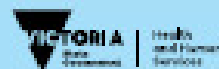
Dry your hands thoroughly  
with disposable paper towel  
or hand dryer.



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### STAFF CORONAVIRUS (COVID-19) HEALTH QUESTIONNAIRE

NAME: \_\_\_\_\_ DAY: \_\_\_\_\_ DATE: \_\_\_\_\_

START TIME: \_\_\_\_\_ FINISH TIME: \_\_\_\_\_

Are you currently required to be in isolation because you have been diagnosed with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO
Have you been directed to a period of 14-day quarantine by the Department of Health and Human Services as a result of being a close contact of someone with coronavirus (COVID-19)?	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered **YES** to either of the above questions you **should not** attend work until advised by the Department of Health and Human Services that you are released from isolation or until your 14-day quarantine period is complete.

If you answered **NO** to the above questions, proceed to the symptom checklist below.

Are you experiencing these symptoms?

Fever (if you have a thermometer, take your own temperature. You are considered to have a fever if above 37.5°C)	<input type="checkbox"/> YES <input type="checkbox"/> NO
Chills	<input type="checkbox"/> YES <input type="checkbox"/> NO
Cough	<input type="checkbox"/> YES <input type="checkbox"/> NO
Sore throat	<input type="checkbox"/> YES <input type="checkbox"/> NO
Shortness of breath	<input type="checkbox"/> YES <input type="checkbox"/> NO
Runny nose	<input type="checkbox"/> YES <input type="checkbox"/> NO
Loss of sense of smell	<input type="checkbox"/> YES <input type="checkbox"/> NO

If you answered **YES** to any of the above questions you should not enter your workplace (or should leave your workplace). Tell your employer, go home, and get tested for coronavirus (COVID-19).

If you answered **NO** to all the above questions, you can enter your workplace.

If you develop symptoms, stay at home and seek further advice from the 24-hour coronavirus hotline 1800 675 398 or your general practitioner.

SIGNATURE \_\_\_\_\_ DATE: \_\_\_\_\_

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### VEHICLE CLEANING PROCEDURE

The number one priority is to protect the Health, Safety, and Welfare of our Guests and Guides who travel in our vehicle. We have designed and implemented our cleaning procedures around our booking requirements, to occur throughout the day, and at the end of shift or day.

	One Way or Return Transfers	Private Tours & On Demand Concierge Services (Each Stop)	End of Shift or Day
<u>Passenger Touchpoints</u>			
Door Handles – Internal & External	X	X	X
Seats – Seat, Seat Belts & Seat Belt Release Buttons	X	X	X
Cup Holders	X	X	X
Window Controls	X	X	X
Head & Arm Rests	X	X	X
Inner Door Lining	X	X	X
Boot Lid & Handle	X	X	X
<u>Driver Touchpoints</u>			
The Key Fob & Keys	As required throughout the Day		X
Seats – Seat, Seat Belts & Seat Belt Release Buttons			X
Steering Wheel			X
Internal & External Door Handles			X
All Dashboard & Controls			X
Indicator & Wiper Stalks			X
Hand Brake & Gear Shift			X
<u>Vehicle</u>			
Remove Rubbish	X	X	X
Vacuum Inside of Vehicle			X
Wash Vehicle			X
Refuel Vehicle			X

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