

Travel safe in uncertain times

# HYGIENE AND SAFETY MEASURES

**For 35 years, we have placed the utmost importance on the health, safety and well-being of our guests and employees.**

*We take absolutely no risks where they are concerned under any circumstances and treat all related issues with the greatest attention.*

*To ensure this, we are constantly optimizing our hygiene and safety measures, which take into account travel restrictions and the status of our destinations as well as the most up-to-date research on infection control. However, we also count on our guests to cooperate and to take personal responsibility in order to ensure our mutual health and safety.*

Our **Hygiene and Safety Measures** are comprised of the following elements:

**Cooperation:** All guests and employees will sign a declaration before travel confirming that they are healthy and fit for travel and that they will abide by the rules of conduct during the trip. Guests should check themselves carefully for common symptoms of COVID-19 before the start of the trip—please travel only if you do not exhibit any symptoms typical of COVID-19. If necessary, fever tests and ad hoc examinations can be conducted in destination.



**Protective Masks:** All guests and employees are required to use a mask to cover the mouth and nose in common areas (e.g., dining cars). Masks are not required inside cabins and compartments, during meals, or in the outdoors.



**Hygiene/Cleanliness:** Particularly on our charter tours, we adhere to the highest standards of hygiene and cleanliness. Surfaces that routinely come into contact with guests will be subject to regular cleaning and disinfection. A strict record of these regular cleanings will be kept and displayed for inspection. Contact with such surfaces will be minimized as much as possible.



**Disinfectants** will be available aboard our trains and ships in cabins, in compartments and in common areas (e.g., dining cars). They will also be available from tour guides during excursions.



**Responsible Conduct:** All guests and employees are required to wash their hands regularly and to follow proper etiquette when coughing or sneezing. Proper use of provided disinfectants is also required.



**Social distancing** will be practiced as much as possible. This includes keeping the appropriate distance from others and arranging for guests to enjoy meals in smaller groups. Boarding and disembarking of our trains and ships will take place in a structured manner, and sightseeing will take place outside peak hours. Additionally, crowds will be avoided whenever possible.



**Clear Rules:** Journey-specific rules of conduct will apply to each trip and will be communicated before the start of travel in document form. These rules will also be communicated during travel via notices and announcements as well as directly from tour guides.



**Infection Control Protocol:** Our company Infection Control Protocol (*in development*) clearly defines how suspected and confirmed infections are to be handled.



**Training:** We provide our employees with the competence to manage emergency situations through continuous training both in our offices and in our destinations.



**Doctors** and other medical professionals are available on call in destinations. On certain journeys, there are doctors on board our trains and ships. Please inform your tour guide immediately if you feel ill or if you are experiencing typical symptoms of COVID-19.

