



# Safety Concept COVID-19

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The health and safety of all guests and employees of Best of Switzerland Tours AG has top priority for the company at all times. To guarantee the best possible protection against an infection with the Coronavirus Sars-CoV-2 for all parties involved, the following safety concept was created based on the ASTAG safety concept for the Swiss travel coach industry and the specifications of the Federal Office of Public Health (BAG). All those involved (guests, employees, tour guides and drivers) are obliged to comply with this safety concept at all times. The management board of Best of Switzerland Tours AG ensures that all employees of Best of Switzerland Tours AG and the partner coach companies are informed about the safety concept and commit themselves to comply with it.

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## **1 General measures and rules of conduct on tours**

### **1.1 Distancing**

All guests, tour guides, drivers and dispatchers are obliged to keep a safety distance of 2 metres whenever possible.

When getting on and off the bus, guests use the rear entrance of the bus, if there is one. The first row of seats behind the driver and tour guide remains unoccupied except for tours conducted with minibuses. For the protection of the guests and drivers, the minibuses are equipped with a plexiglass window behind the driver's seat.

### **1.2 Hand hygiene**

All guests, tour guides and drivers are obliged to clean their hands regularly. Whenever possible, hands should be washed thoroughly with soap and water. As this is not always possible on the bus and at the departure places, the following precautions are taken:

A disinfectant dispenser is placed next to the entrance and exit door of the bus, which guests use when getting on and off the bus. The disinfectant dispenser is carried along during the entire journey and is placed next to the entrance and exit door of the bus at each stop by the tour guide. The tour guide also distributes disinfectant wet wipes to guests at check-in.

### **1.3 Masks**

As in most cases the safety distance cannot be maintained during the coach journey, all guests are obliged to wear a mask whenever aboard the vehicle. Guests, tour guides and drivers may bring their own masks. Best of Switzerland Tours will provide hygiene masks free of charge if required. Guests who do not comply with the obligation to wear masks may be refused permission to join or to continue the tour.

### **1.4 Information**

During the reception by the tour guide, all guests are informed about the rules of conduct and additional protective measures during the tour in accordance with the recommendations of the BAG. In addition, an information board will be placed in front of the bus at check-in. The information sheet is also attached to the backrests of the seats on the bus.

Guests are obliged to provide information about their current health status and to sign the liability exclusion form, which confirms that they are not infected with COVID-19 to the best of their knowledge and belief and that they comply with the safety concept of Best of Switzerland Tours at all times.

At stopovers the protection concepts of the respective institutions and facilities apply. The tour guide ensures that all guests are informed about the applicable rules of conduct at all times.

## **1.5 Temperature screening**

At check-in, the body temperature of all guests is measured with a contactless clinical thermometer. Guests with a temperature higher than 37.5 °C / 99.5 °F are not allowed to participate in the tour.

## **1.6 Rules of conduct on the bus**

The use of the toilets on board is not allowed. Guests are advised to use the toilets before departure and at stopovers.

Guests may choose their seat at the beginning of the tour, but with capacity not fully utilised they should spread out in the vehicle and keep their distance as far as possible. The tour guide may give instructions on seat selection if necessary. It is not permitted to change seats during the tour.

Guests are requested not to leave any litter on the bus. Guests should store waste themselves and dispose of it at the next stop. However, a closable rubbish bag will be carried on the bus for any rubbish left by the tour guide or driver. The rubbish bag will be completely disposed of after each tour.

## **1.7 COVID-19 patients**

Guests who fall ill with COVID-19 in the subsequent 14 days are obliged to inform Best of Switzerland Tours AG immediately. Best of Switzerland Tours AG will then inform all other participants of the tour directly or through their agency.

## **2 Measures and rules of conduct for tour guides and drivers**

### **2.1 Distancing and masks**

Tour guides and drivers are obliged to keep a safety distance of 2 metres whenever possible. Any physical contact like shaking hands with guests should be avoided. Tour guides and drivers are also obliged to wear a mask inside and outside the vehicle whenever possible.

### **2.2 Check-in and reception by the tour guide**

For small guest groups, no check-in staff will be employed at the departure place. Therefore, the tour guide checks in guests in front of the bus. During the check-in and boarding process, the tour guide will wear protective gloves provided by Best of Switzerland Tours AG. As soon as check-in is completed, the tour guide takes off the protective gloves, disposes of them in the designated rubbish bag and disinfects his or her hands. The gloves may only be worn once.

At the reception in front of the bus, the tour guide informs all guests about the rules of conduct on tour. In particular, he or she points out the obligation to wear masks, the safety distance and hand hygiene. The tour guide also circulates the liability exclusion form and a pen and makes sure that the guests fill in and sign the form for themselves and all travel companions for whom they are responsible. The pen must be disinfected by the tour guide after each guest.

Before addressing the guests on the bus via microphone, the driver makes sure that the microphone is protected from contamination and droplets by a plastic bag.

### **2.3 Loading and unloading of luggage by the driver**

Drivers assist guests with loading and unloading their luggage if required. While doing so they wear disposable protective gloves provided by Best of Switzerland Tours AG. As soon as the work is done, they take off the protective gloves, dispose of them in the designated rubbish bag and disinfect their hands. The gloves may only be worn once.

### **2.4 Cleaning**

In addition to the regular cleaning of the bus at the end of each tour, drivers disinfect all surfaces which guests, tour guides and driver have come in touch with. This particularly includes handles, folding tables as well as belt buckles and their counterparts.

## **3 Measures and rules of conduct in the office**

### **3.1 Information**

The management board ensures that all office employees are informed about the applicable rules of conduct at all times. Information sheets will additionally be hung up in the office.

### **3.2 Hand hygiene**

Office employees are obliged to wash their hands thoroughly with soap and water on a regular basis. In addition, disinfectants are always available at a dispenser next to the main entrance.

### **3.3 Distancing**

Office employees as well as the management board are obliged to keep a safety distance of 2 metres whenever possible. If business operations permit, they also work from home to avoid the presence of several people in the office at the same time.

# Best of Switzerland Tours AG

## Safety Concept



Thank you for helping us stop the spread of COVID-19 by following our official safety measures and the instructions of your tour guide.

