

CO-VID 19 — Safety Measures...



We understand that your safety is paramount. When you join us, you can expect the following health and safety measures. All responses will be made in accordance with best practice medical and official Government advice.

Freycinet Experience will maintain and update a CO-VID 19 Risk Mitigation and Response Plan on an ongoing basis.

BEFORE JOINING US

Before joining us, we will ask that you complete a pre-departure questionnaire. You can expect questions concerning:

- any overseas travel in the previous two (2) months
- whether you have complied with any quarantine requirements
- whether you have contracted/recovered from CO-VID 19
- whether you have spent time with someone who has contracted/recovered from CO-VID 19
- whether you have been experiencing any CO-VID 19 symptoms

We will ask all guests who are unwell to postpone their experience (Freycinet Experience will always assist in transferring your booking to an alternative departure).

SHOULD YOU OR ANOTHER GUEST BECOME UNWELL

Should you, or one of your fellow travellers, become unwell during your time with us, we will:

- immediately isolate the individual
- contact and receive direction from local medical authorities
- notify public health
- monitor symptoms (and report as necessary)
- remove the individual from the trip (Freycinet Experience will always ensure a comfortable departure and alternative accommodation)

Our guides are trained to communicate all decisions and manage CO-VID 19 situations with tact and empathy.

GROUP SIZES

Our maximum group size is ten (10). Freycinet Experience will comply with all directions from the Tasmanian Government relating to group sizes, as they apply at the date of departure.

STAFF

Our team will be trained in our CO-VID 19 Risk Mitigation and Response Plan. This is in addition to the stringent health, safety and wilderness first aid training all guides undertake.

Staff will be monitored. If a member of our team is unwell, or have recently been required to isolate or quarantine, they will not be facilitating your experience.

VEHICLE TRAVEL

As required by the Tasmanian Government at the date of departure, Freycinet Experience will issue all guests and staff with face masks. You can expect that we will ask you to wear this face mask when travelling by bus and boat with us.

Our buses and boat will be routinely cleaned and disinfected. Freycinet Experience will be logging and monitoring all cleaning activity closely.

You can expect to find hand sanitiser available within all vehicles.

Any guest or staff member experiencing CO-VID 19 symptoms will not be permitted to travel in a vehicle at the same time as other non-symptomatic individuals (Freycinet Experience will always ensure a comfortable and safe alternative for affected guests, as required).

FOOD PREPARATION AND MEALS

Our staff are all highly trained in best practice food safety and hygiene procedures. In addition to our regular procedures, you can expect that our team will:

- abide by strict hand sanitation / washing procedures
- implement routine disinfectant of all surfaces (monitored by a daily cleaning schedule)
- ensure that guests do not serve meals or touch serving implements
- ensure that guests are allocated their own set of all necessary implements for each meal
- ensure that hand sanitiser and washing facilities are clean and available to guests prior to all meals

ACCOMMODATION

At our Friendly Beaches Lodge, all guests who are not travelling together stay in their own private room. As usual, our guests can expect freshly made beds and clean linen when they arrive at their sleeping quarters.

All accommodation quarters are serviced daily, the process of which will be monitored by a staff cleaning and disinfectant schedule. Bathrooms are cleaned thoroughly on a daily basis.

Frequently touched surfaces will be disinfected regularly and to a schedule.

You can expect to find hand sanitiser and/or hand washing facilities available at all major gathering points.

ON THE TRACK

Our team will ensure that your group maintains physical distancing as directed by the Tasmanian Government at the date of your departure.

Individual toilet kits will be available for all guests.

All gear will be thoroughly sanitised between uses.

The health and wellbeing of all involved in our experiences remains at the heart of our decision making.