



GRUENINGER CARE AND WELLNESS PLEDGE

Grueninger Travel has always been committed to providing a positive and responsible travel experience. In this new era of COVID-19, additional procedures have been implemented to enhance hygiene protocols, comply with physical distancing requirements by relevant government authorities and give each and every guest peace of mind while traveling. Successful travel will require a shared responsibility among Grueninger Travel, our guests, and our travel supplier partners and vendors.

BEFORE THE TRIP

1. **Traveler Health and Safety Plan...** months before departure, we will work closely with trip and school leaders to devise a detailed contingency plan for any traveler who may need to enter a COVID-19 protocol. A response team will be formed, comprised of Travel Director(s), School Leaders and Chaperones who will meet and review the **Traveler Health and Safety Plan** in order to facilitate the plan if a scenario arises. **NOTE: any School Specific Health and Safety Policies** can be incorporated into the group-wide plan.
2. **Student Deluxe Protection Plan, with Cancel for any Reason Coverage...** This optional travel protection plan increases financial protection in the event a traveler needs to cancel their trip. All travelers are strongly encouraged to purchase this additional plan, which is available on the trip registration website. Learn more here...
<https://secureservercdn.net/198.71.233.104/dd0.9af.myftpupload.com/wp-content/uploads/2020/05/SD15CFAR-GMT.pdf>
3. **Pre-trip Screening of tour participants...** we will work with school leaders to create procedures indicating who will be conducting the pre-screening, what information will be gathered, how the information will be managed, and what the result will be if someone should not pass the pre-screening. As part of this screening process, we will ask all travelers to complete a **Pre Trip Health Survey** before departing on the tour. Learn more here... <https://www.gogmt.com/wp-content/uploads/2020/08/COVID-19-Questionnaire.pdf>

DURING THE TRIP

1. **Travel Director...** we have implemented enhanced hygiene & physical distancing protocols for Tour Directors. They are local experts and highly trained to handle a variety of unexpected situations – including illness and emergencies. They are also available 24/7 for guests throughout the tour should any situation arise.

2. **A Student Protection Plan** has been purchased on behalf of all travelers and is included in the price of the tour. This policy provides limited coverage for medical expenses, loss due to delay, extended lodging and return airfare, per the policy.
The policy is available for review on the registration website. Learn more here...
<https://secureservercdn.net/198.71.233.104/dd0.9af.myftpupload.com/wp-content/uploads/2020/05/SD15-I-post-departure.pdf>

3. **Operational Guidelines – AIRLINES/AIRPORTS**
Specific details vary by airline, but standard operations may include flight attendants wearing masks, sanitizing all surfaces between flights and physically distancing.
NOTE: Travelers will most likely be required to wear masks/face coverings in the airport and in flight.
We will notify if the outbound airport and airline carrier is conducting temperature checks.
NOTE: TSA will now allow each traveler to carry up to 12oz of hand sanitizer in a carry-on bag.
Arrive at your gate earlier than usual. Some airlines will take the traveler's temperature and not allow boarding if they believe a traveler has a temperature. Hurrying to the gate or rushing through the airport is stressful and can raise internal temperature.
It is suggested that travelers bring an empty water bottle through security and then fill once through security. This ensures travelers have water and limits the need to buy or drink water served by flight attendants.
TSA suggests travelers bring their own food. Keep in mind that any carry-on food should be carried in a clear plastic bag or container and should be pulled out while going through security as it can cause an alarm during x-ray screening.

4. **Operational Guidelines – Motorcoaches**
All surfaces will be sanitized often, including regular cleaning of high-touch areas with disinfecting wipes. Hand sanitizer will be available at all times.
The driver will abide by precautions to limit contact.
Coaches will be loaded and unload so travelers do not have to pass others.
Assigned seating will be instituted to keep a detailed manifest of all people who are on the motorcoach to assist with tracing if needed.

5. **Operational Guidelines – Hotels**
Specific protocols will vary from destination to destination and hotel to hotel. Overall, areas like restaurants, fitness centers, etc. will be deep cleaned regularly, with rooms disinfected thoroughly between guests. High traffic areas like lobbies and elevators will be cleaned frequently.
Travelers will need to clean their own rooms and bathrooms as housekeeping will not be entering rooms daily unless specifically requested.

6. **Operational Guidelines – Venues and Restaurants**
Guests may be rotated in smaller sub-groups when necessary.
We will review specific guidelines for each segment the tour will be visiting on a regular basis to ensure the group is ready to meet the requirements of each venue.

We will request private dining spaces for the group.

Understand that you may have to split your group into several tables.

It is Highly Recommended to Wash your hands before and after eating.

If buffet or cafeteria style service, we will ensure that a worker is serving to limit touch between travelers.

7. **Self-Screening...** all travelers will be kindly asked to monitor their health throughout the trip and to adhere to group protocols in the event someone becomes ill.
8. **Anticipated Travel Needs For Guests...** Pack enough alcohol-based hand sanitizer (at least 60%) and keep it within easy reach. Bring appropriate CDC endorsed face coverings to wear in public places.
9. **24/7 Support...** Your Travel Director will have 24-hour-a-day access to the full Grueninger team back in Indianapolis.

OTHER IMPORTANT ITEMS

Will the school be providing a nurse?... If yes, we will work with the school to define the role and functions the nurse will be covering. Some roles and functions may include temperature taking, screening a traveler that may not be feeling well or monitoring a traveler that has a fever.

PPEs... we will work with the school to ensure that travelers are bringing the appropriate type and amount of PPEs and also a plan to manage and enforce proper usage.

We will work with your group on a comprehensive plan to communication to families back home if necessary.

Cleaning and Sanitation Time... we will factor in appropriate cleaning and sanitation time into the itinerary; i.e. time for bus sanitation, time for tour participants to sanitize/handwash after an activity, etc.

If a traveler becomes ill on tour, we will follow the current Student Youth Travel Association protocol:

- In a non-emergency situation, help to find an urgent care facility.
Be prepared to schedule transportation (e.g. Uber, Lyft, Taxi). It is recommended that a policy be established in advance regarding payment of these expenses.
- Discuss isolation hotel room(s) at the hotel with group leaders (a sick traveler should remain in their room and healthy travelers should be moved). *It is recommended that a policy be established in advance regarding payment of these expenses.*
- Assist group leaders in arranging alternate return transportation if needed.
- Let schools know that a traveler is sick and unable to return with the group, following the pre-determined plan for getting the traveler home safe.
- In a true medical emergency call 911.

We appreciate your understanding as we work together to determine the best solutions for the most successful way to provide travel experiences for our young people in the future. As we approach trip departure day, we will continue to adjust this document based on current on-the-ground conditions. We want to be your trusted partner in providing students with travel experiences, which are proven to improve their classroom experience, increase their self-esteem, and increase their tolerance for and understanding of new cultures.

Sincerely, The Grueninger Music Tours Travel Team



Grueninger
Experts in Travel

