ADVENTURE TRAVEL
TRADE ASSOCIATION

ADVENTURE TRAVEL COVID-19 HEALTH AND SAFETY GUIDELINES

JUNE 2020

INTRODUCTION

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Adventure Travel Trade Association

Health and Safety has always been important in responsible adventure travel. The Covid-19 pandemic adds a layer of risk of a transmissible disease both in daily life and in travel experiences. These guidelines provide a path to an organized and safer reopening for the adventure industry by providing a common set of actions that can be used by a diverse range of travel businesses and suppliers across the industry supply chain.

We created the guidelines in collaboration with Cleveland Clinic, a leading provider of specialized medical care, focused on providing clinical excellence and superior patient outcomes. Cleveland Clinic is a multispecialty academic medical center that integrates clinical and hospital care with research and education. The health system offers 140 medical specialties and subspecialties that draw thousands of patients from around the world. *U.S. News & World Report* consistently names Cleveland Clinic as one of the nation's best hospitals in its annual "America's Best Hospitals" survey, and in 2020, Cleveland Clinic was ranked one of the best hospitals in the world by *Newsweek* magazine.

More information about the ATTA can be found at adventuretravel.biz
More information about Cleveland Clinic can be found at clevelandclinic.org

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WE'RE ON A TEAM

The COVID-19 pandemic has entered a new phase, travel is restarting and travelers and companies want to operate while minimizing COVID-19 contamination risk. ATTA Guidelines for Adventure Travel have been developed jointly by ATTA, Cleveland Clinic and a cohort of operators.

This Adventure Travel COVID-19 Health & Safety Guidelines were designed to be used by Adventure Travel Companies of all sizes, types and offering a wide variety of activities. For activity specific guidelines check: https://www.adventuretravel.biz/COVID19guidelines/

While the current knowledge (June 2020) indicates that the risk of the coronavirus being passed on to others outdoors is reduced when people maintain social distancing, operating under these Guidelines should only be undertaken after thorough risk and safety assessment and compliance with existing destination government guidance.

These guidelines are intended to be a flexible framework for ATC's (adventure travel companies) to use in reopening. Companies should tailor their actual policies and practices based on their unique operations, applicable laws, regulations, and health standards in their locales, and consult with their own legal, safety, and financial advisors to develop a reopening guide for their situation.

These guidelines are not intended to be an exhaustive list of possible actions nor is it meant to encourage ATC's to resume operations before they are ready to do so. These guidelines are designed to be used as a supplement to ATC's current risk and crisis management plans, operating procedures and protocols, legal documents (e.g., terms and conditions and liability waiver), and customer trip materials – not as a substitute.

NOTE & DISCLAIMER

Note: This is a living document. As international and national restrictions and Public Health guidelines evolve, this document will also evolve to reflect new advice and changes to guidelines when they emerge. Guidelines have been developed in line with the most recent information coming from international and national sources related to health, tourism and outdoors activities. We welcome you feedback any time: covid19guidelinesreview@adventure.travel

Disclaimer: The information contained within these operational guidelines may change from time to time due to the evolving nature of the COVID-19 pandemic. It must not by itself be relied upon in determining obligations or other decisions. Users of this document must independently verify any information on which they wish to rely. It is expected that all business owners and management will have familiarized themselves with governmental, health authority, and regulatory guidance prior to re-opening and implemented all relevant requirements. Adventure Travel Trade Association does not assume, and expressly disclaims, any legal or other liability for any inaccuracy, mistake, misstatement, or any other error of whatsoever nature contained herein. The information accessible in this document has been compiled from many sources that are not controlled by Adventure Travel Trade Association. While reasonable care has been taken in the compilation and publication of the contents of this document, Adventure Travel Trade Association makes no representations or warranties, whether express or implied, as to the accuracy or suitability of the information or materials contained in this document. Adventure Travel Trade Association shall not be liable, directly, or indirectly, to the user or any other third party for any damage resulting from the use of the information contained or implied in this document. By proceeding to use this Adventure Travel Trade Association document you are accepting this disclaimer.

AIM

1 To provide guidance, information, and recommendations for adventure travel to re-open and operate while managing the new risks and uncertainty during the COVID-19 pandemic. These guidelines are for all that serve the Adventure Travel Trade sector and comply with the recommendations of global governing bodies such as governments and WHO.

2 To provide a common set of actions, target areas, and risk factors in a flexible framework that can be used by the diverse global pool of businesses and suppliers so that the industry supply chain can work together by having a shared approach.

3 To provide a framework structured around companies safety management systems, so changes in the company's procedures can be revised and adapted as upcoming changes in pandemic risk levels and top-level recommendations are easier to implement.

GUIDING PRINCIPLES

Elimination of risk is not possible. In order for the adventure travel industry to survive there will need to be **shared responsibility** that is communicated across all levels of the industry and down to the customer. In order to do this, companies need to: **embrace uncertainty; be informed; and obtain appropriate client consent.**

Organizations will need to **MONITOR, EVALUATE, and COMMUNICATE** effectively to deal with this situation. The following principles should always be at the top of the mind when going through the planning and operating stages:

1 PROTECT
the vulnerable: people and communities.

2 MITIGATE
risks.

• Symptom screening
• Enhanced sanitation and hygiene, with a focus on hands.
• Physical distancing and additional controls
• Face coverings when physical distancing is not possible.

3 RESPOND
to COVID-19 presence and other emergencies.

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COVID-19 RISK MANAGEMENT STRATEGIC GOALS

There are five strategic goals that Adventure Travel companies should undertake within their operations which relate to COVID-19 risk management with safety as a priority, driven by guiding principles:

1 CREATE TRANSMISSION BARRIERS

2 ENHANCE SANITATION

3 PROMOTE HEALTH SCREENING

1.1. SOCIAL AND PHYSICAL DISTANCING
Reduce the number of people in a group whenever possible. Set social distancing parameters. Adapt operations and practices to allow appropriate social distancing and mitigate risks in other ways if social distancing is not possible.

1.2. SURFACE CONTACT
Reduce touchpoints or surface contact areas where possible.

2.1. IDENTIFICATION OF HIGH TOUCH SURFACES
Define cleaning and disinfecting procedures and following manufacturers instructions for use of approved products. Identify cleaning frequency.

2.2. HAND WASHING
Regular opportunities to wash and sanitize hands.

2.3. CLEANING / SANITATION MEASURES
Rigorous cleaning measures in all areas within your control. Review of suppliers and providers for adherence to internal / national / international policies.

3.1. PREVENTIVE
Who should be allowed to travel? Are there moral or ethical considerations (e.g. vulnerable populations, ability of the destination to receive these travelers and attend medical needs without stressing local resources)?

3.2. POTENTIAL
Inform staff and guests to stay at home if they have symptoms however mild, or are in a household where someone has symptoms.

COVID-19 RISK MANAGEMENT STRATEGIC GOALS

There are five strategic goals that Adventure Travel companies should undertake within their operations which relate to COVID-19 risk management with safety as a priority, driven by guiding principles:

4
PROMPT RESPONSES

5
PROTECT COMMUNITIES

4.1. ACTUAL / REACTIVE
If staff or customers test positive or have symptoms for COVID-19.

4.2. EVACUATIONS
How will customers or staff be removed or evacuated from activity or trip.

4.3. EMERGENCIES
Local EMS and medical chain assessment. Emergency Response Plan updated.

4.4. CANCELATIONS AND UNUSED SERVICES
Address in Terms and Conditions and liability waiver. Valid travel and medical insurance policies. Consider having a flexible cancelations policy.

5.1. GROUP SIZE AND TYPE
Impact of group and trip on the community and medical resources.

5.2. MORAL / ETHICAL DECISIONS CONDUCTING TRIP
Chance of being a vector / bringing in the disease.

5.3. VULNERABLE PLACES
Poor EMS / Medical chain of care. Low cases with high risk / vulnerable local communities.

SAFETY MANAGEMENT FRAMEWORK

In order to achieve these strategic goals an adventure travel company will need to have a safety management framework in place to address COVID-19 risks. This plan should supplement to the extent necessary and not replace existing risk management plans, policies and practices.To develop this system, companies will need to ensure that COVID-19 associated risks are mapped and analyzed considering the variables applicable to the tour.

There are seven *"target areas"* of safety and risk management to consider, related to COVID-19 risk factors. The analysis of the risks under this framework, using ATTA COVID-19 Risk Assessment and Planning Tool will provide operators, suppliers and providers a common language, objectively comparable risk levels and mitigating procedures, as well as transparency in communicating between stakeholders so decisions to operate can be made.

COVID-19 RISK TARGET AREAS

1
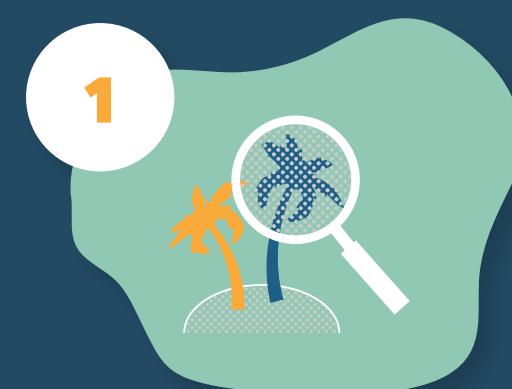
TOUR LOCATION SCREENING

Travel restrictions. COVID-19 risk level. Airlines. Testing. Local vulnerabilities and impact on communities and their resources.

2

CUSTOMER SCREENING

Customer vulnerability. Type of groups. Prior exposure/medical declaration forms. Travel insurance.

3

TRANSPORT

Transport to and from destination as well as local travel to and from tour location.

4

HOSPITALITY

Accommodation. Restaurants and feeding.

5

ACTIVITIES

Distancing. Equipment. Face coverings. Popular areas. Guide/Staff interaction.

6

MEDICAL

Evacuation. ICU/Medical care assessment. Procedures for guests/ staff showing symptoms. Post operational procedures if guests/ staff show symptoms. As a reference check: Return to work amid COVID-19: A Cleveland Clinic Guide

7

COMPANY CONSIDERATIONS

Guide/Staff exposure before the trip. Guide/Staff training. Staff screening. Monitoring and Evaluation. Information flow. Informed Consent. Safety culture & compliance. Operational Capacity. Terms and Conditions – Refunds and cancellations, unused services, service denials.

RISK AND SAFETY FACTORS

ATTA COVID-19 Risk Assessment and Planning Tool

The COVID-19 Risk Assessment and Planning Tool has been designed to assist business in the adventure travel industry with a standardized template that can be used at all levels to assess whether a trip may be viable in relation to the COVID-19 related risks. It is not designed to give a definitive answer or direction as to whether a trip will be safe or appropriate to run. It is the responsibility of the business to make an assessment based on their own unique facts and circumstances.

The tool is split into different safety factors based on the COVID-19 Adventure Travel Target Areas that the user, be it an operator, supplier, or provider, will need to answer regarding how those factors affect their operation or particular trip that is being assessed. A summary of these individual safety factors are detailed below:

1. DESTINATION

What factors need to be considered in the trip destination:

1.1. DESTINATION TRAVEL RESTRICTIONS
Operations can only resume when there are no travel restrictions in place at the host destination or a business is able to comply with host travel recommendations. Travel advice will need to be assessed for the destination from the host government along with from the operator's country of origin, such as that issued by the United States State Department or Foreign Commonwealth Office. The assessment should include not only travel restrictions at destination, but restrictions that may be in place related to returning home.

1.2. DESTINATION COVID-19 SITUATION
An assessment into the current situation of the destination will need to be evaluated using the many official information resources available. This will constantly change as time progresses so will need to be reassessed when the situation improves, and case numbers and infection rates are considered low enough to resume travel.

1.3. AIRLINE RELIABILITY
If customers are needing to fly into the destination an assessment should be made on whether a safe, regular, reliable and viable service will resume. This should be factored for customers flying in from multiple destinations including return flights, should the customer need to take an unscheduled flight home. Customers will need to follow advice from the airline and any other local government regarding safety protocol, including the wearing of face masks or coverings.

1.4. DESTINATION TEST AND TRACE PROGRAM
Operators should determine whether or not the destination has enacted a Test, Trace, and Track program prior to operating. Operators should be aware of testing procedures and policies and should follow the current recommendations set forth by the destination. Operators should be aware that some destinations may require the use of a contract tracing app. Operators should advise customers of destination regulations (including privacy issues) prior to departure to ensure customer compliance during operation.

1.5. COMMUNITY IMPACT ASSESSMENT
The operator should make an assessment of how the trip could affect local communities to which it travels. A guiding principle will be to protect and guard small, remote or vulnerable populations that may not have been affected by the virus. It is also important to avoid over-stressing medical and health services in a destination, and to respect decisions made by communities who chose to not welcome visitors for a certain period of time.

1.6. OPERATOR'S ASSESSMENT OF DESTINATION COVID-19 SITUATION
An overall assessment will need to be made into the viability of resuming travel using the information available at the time of travel. As the situation progresses and improves this assessment will need to be constantly re-evaluated, and the Risk Assessment and Planning Tool has been created to help ATCs make careful evaluation .

2. CUSTOMER

Customers should consider the following factors when evaluating a destination:

2.1. CLIENT RISK/VULNERABILITY

Certain groups are at a higher risk of presenting with more severe symptoms if diagnosed with the COVID-19. Prior to booking travel, customers may consult with their primary care provider and consult local and official advice to determine whether they should travel or not. Operators should evaluate the need to review the customer suitability for the trip based on the destination situation, whether the customer falls into a vulnerable or high-risk group for COVID-19 under health authority guidelines, with certain groups being at a higher risk of presenting with more severe symptoms if diagnosed with the Coronavirus. Consider having in place a new refund and cancellation policy for the COVID-19 period.

2.2. GROUP TYPE

There will be varying levels of risk associated with each trip and group type. A FIT or a family group from the same household will present less probability of virus transmission than a large group travelling from multiple destinations. Also, group members may have different sanitization and social distancing comfort levels, which will need to be managed to avoid conflict.

2.3. COVID-19 PRECAUTIONS

Companies may provide customers with a COVID-19 waivers and declaration forms with information and questions relevant to COVID-19, such as client's isolation habits, testing outcomes , or existence of signs or symptoms prior to the trip. Customers may also be advised to adhere to company policy whilst on the trip to include actions such as maintaining distance, respiratory and hand hygiene standards, and being honest with feeling any symptoms. Companies will need to amend their terms and conditions and refund and cancellation policies to allow for cancelations due to self assessment, onset of symptoms, or last-minute advice against travel by healthcare providers. Consider whether to request this information (with appropriate measures in place to protect confidentiality) and to have travelers inform you only if they exhibit symptoms or have tested positively within a certain time frame.
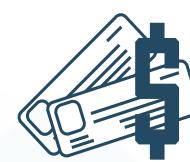
2.4. TRAVEL INSURANCE

It is recommended that customers have valid travel insurance for the destination and trip type on which they are embarking . The pandemic has added additional complexities surrounding insurance as no policy covers all COVID19 travel risks and operators are not in a position to make coverage determinations as to what a policy may or may not cover. Companies need to consider asking their guests that they check their policy carefully and ensure they understand who will pay for additional costs if incurred.

3. TRANSPORT
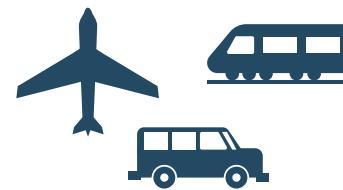
3.1. TRANSPORTATION RISKS

The use of vehicles to transport guests includes a higher degree of COVID-19 transmission risk. Measures to mitigate risk should be used whenever possible. Measures may include opening vehicle windows, providing space in between passengers and having passengers wear face coverings. Consider the use of face shields or the use of private vehicles for transportation as additional measures.There will be a different level of risk depending on the size and type of transport used. Suppliers will need to adhere to local governmental or official policy. They will need to ensure that enhanced sanitation measures are in place and social distancing can be implemented where practicable, which might vary depending on the makeup of the group. Added measures such as driver protection, Personal Protective Equipment - PPE (face coverings), hand washing, and health checks can all be implemented to reduce risk of possible transmission.

4. HOSPITALITY

4.1. ACCOMODATION
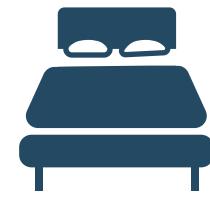
Suppliers should adhere to local government and official COVID-19 guidance and protocols in the hotel and accommodation sector that mitigates the risks of COVID-19. Despite enhanced safety measures, virus risk will not be completely eliminated, and there will be a higher chance for possible transmission the larger the establishment.

As a reference check: Return To Work Amid Covid-19: A Cleveland Clinic Guide For Hotels

4.2. FEEDING

Food suppliers should be asked to adhere to guidance and protocols, which will need to meet the local government or official guidance and policy to ensure the appropriate enhanced levels of hygiene, enhanced sanitation, and distancing measures are in place. There will be different levels of risk depending on food service type. Buffet and family style (common food containers) catering should be avoided.

As a reference check: Return To Work Amid Covid-19: A Cleveland Clinic Guide For Restaurants

5. ACTIVITY

There are a number of considerations that an operator, supplier, or provider should evaluate, and measures implemented to enable enhanced or different safety measures in light of COVID-19 but enjoyable running of the activity. Each activity is different with the nature of the pursuit, needs and safety of the participant and risk threshold of the organization, with many variables to consider. The factors below allow the user to simplify the assessment to the COVID related considerations. More detailed guidance can be found in Activity Specific guidelines at https://www.adventuretravel.biz/COVID19guidelines/
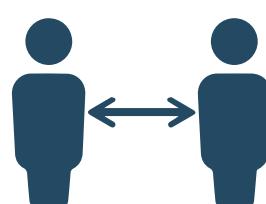
5.1. DISTANCING AND FACE COVERINGS

Each activity on the trip should be assessed on whether participants can remain socially or physically distanced to reduce possible risk of transmission. For some this takes place naturally and is thus low risk, such as trekking, cycling or horse riding, but other activities may be higher risk such as tandem paragliding or skydiving. Measures can be taken to limit the risk of transmission if distancing is hard to maintain or in enclosed spaces by using face coverings. The risk increases where distancing measures cannot be implemented, and it is inappropriate to wear a face covering. Consider advising Guests to bring their own coverings or how to improvise onor example, use a well tied synthetic or cotton face mask, neck gaiters or Buffs. These measures may also need to be incorporated into the office environment.

5.2. ENHANCE SANITATION

Certain activities will use individual, group and Personal Protective Equipment (PPE) to enable the users to participate. All contact surfaces and touchpoints will need to have an enhanced sanitation regime to ensure that any possible traces of the virus are reduced, such as cleaning or sanitizing activity specific equipment which is used by guests. For some activities this may present a very low risk with little to no equipment used, but for some pursuits this may be difficult due to the nature and frequency of the equipment used (for example, a ropes course).

5.3. POPULAR AREAS

An activity that takes place in a popular area may pose a greater risk of social interaction with visitors or activity participants,thus increasing the chance of virus transmission. Operators where possible should assess whether other, more quieter destinations or areas can be visited, or if not, what measures can be put in place to reduce the chance of contact or interaction with other users.

6. MEDICAL CONSIDERATIONS

Despite all measures, there is always the potential for individuals to develop signs and symptoms of COVID-19 before or during tours. The vast majority of people infected with COVID-19 show minor to no symptoms, however some will go on to develop more serious signs which require admittance to a hospital, or an ICU. Operators and providers should assess these medical considerations and review their emergency response plan with these factors in mind:

6.1. EVACUATION
Definitions for when to separate and how to separate suspected cases need to be in place. Both in medical emergencies and in technical activity assistance or rescues, many pre-defined distancing methods need to be adapted or cannot be used. Companies need to establish special procedures to address these risks and develop clear thresholds for when distancing procedures can be changed and what those changes will be. The more remote the activity the more complex and timely the evacuation. Consideration should be made for manner and method of evacuation, including a review and implementation of destination Emergency Medical Service (EMS) support.

6.2. LEVEL OF CLINICAL CARE
A review should be made of medical services with CCU/ICU capacity and appropriate mechanical ventilators that can be used should a customer develop severe symptoms and require this level of medical support.

6.3. PROCEDURES FOR GUEST / STAFF SHOWING SYMPTOMS
It is vital that health screening (including temperature checks, visual checks, and symptom checks) takes place to monitor guests and staff. . A plan should be made in accordance with the destination local government or official advice which may include testing, separation, or removal of symptomatic individual(s). The remainder of the group travelling with the suspected infectious guest/staff should be closely monitored for symptoms. At any time, staff or other travellers may choose to evacuate if they feel they are at risk.

6.4. POST OPERATIONAL PROCEDURES FOR GUEST / STAFF SHOWING SYMPTOMS
ATCs must have policy in place that includes transportation, care, isolation, and testing for guests or staff members who are COVID-19 symptomaticIf suspected symptoms are shown in a guest or staff member, there needs to be a policy of what will happen with the transportation, caring, isolation and testing, if available for visitors in that destination. If the trip or activity allows for the immediate removal of the guest or staff along with any immediate member of the travel party such as a family member or those that share a room, and they can isolate and tested, this is a far lower risk than those that can't be removed from the group. Companies need to abide by the destination local government or official policy with regard to other members of the group who have been in contact with the guest or staff member who has shown symptoms, along with any advice from the guests or company point of origin on protocols related to what happens if they show symptoms or test positive on completion of the trip.

As a reference check: Return to work amid COVID-19: A Cleveland Clinic Guide

7. COMPANY CONSIDERATIONS
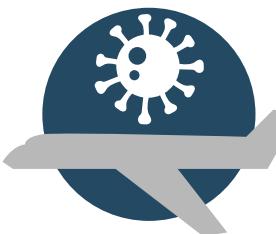
7.1. STAFF EXPOSURE RISK PRIOR TO TRIP

If the trip or activity occurs in a destination or area with a reasonable risk of being infected with the virus, then it could be possible that the staff or guides are exposed to being infected prior to the trip commencing. Whilst this may be hard to control or enforce with guests, a company may require that staff abide by certain distancing precautions and measures to limit their chances of exposure.

7.2. SAFETY MANAGEMENT SYSTEM

If the company already has an established and functional SMS, all the measures proposed here can be integrated in their existing system, as a safety management system that is running means they already have the framework required. This will include; risk inventories, Standard Operating Procedures (SOP's), trip and incidents reports, data analysis and improvement processes, screening, communication with guests, staff training and emergency responses. Terms and conditions will need to be updated with the refund and cancellation policies revised.

COVID-19 REQUIREMENTS IMPLEMENTATION CHECKLIST

☐ The company is aware of and complies with relevant current government and official authorities guidance and statutory requirements for operating Adventure Travel amid COVID-19.

☐ The company is committed to the Guiding Principles and COVID-19 Risk Management Strategic Goals of the *COVID-19 Health and Safety Guidelines for Adventure Travel.*

☐ COVID-19 associated **risks are mapped** and analyzed considering the variables applicable to the tour, e.g. venue, population, activity, product design, level of supervision, logistics, etc, as listed in the COVID-19 RIsk Target Areas - ATTA provides a COVID-19 Risk Self Assessment tool that companies are encouraged to use to assess and communicate their risks and strategies.

☐ Companies define their tolerable level of risk, develop and implement risk mitigation **procedures** that address each of the variables considered in the risk analysis.

☐ Guests are well informed of the tour's COVID-19 exposure and risk control strategies to accept **shared responsibilit**y and exercise **appropriate consent**.

☐ Companies ensure their **Terms & Conditions** encompass and allow for the updated practices (e.g., refund and cancellation policies, unused services policy), **Liability Release/Waiver** encompass coronavirus-related risks,and **Insurance** for COVID-19 associated coverage is defined.

☐ Companies have defined procedures to handle guests or employees who **show COVID-19 symptoms** during the tour or at work.

☐ Companies have defined procedures to handle guests or employees who have been **exposed to someone who has COVID-19** during the tour or at work.

☐ The company **emergency action** plan is revised and encompasses considerations for emergency response when some distancing methods may not be realistic, and for local or regional EMS response capacity.

☐ Companies implemented **staff training** to the additional COVID-19 protocols.

☐ The operation is **monitored** to ensure the risk mapping, communication and mitigation procedures are working as planned; and improved as necessary.

ADVENTURE TRAVEL TRADE ASSOCIATION (ATTA)

The Adventure Travel Trade Association is a vital leadership voice and partner for the adventure travel industry around the world. Our mission is to **empower the global travel community** to **protect natural and cultural capital** while **creating economic value** that benefits both trade members and destinations. The ATTA community today is a vibrant, thriving, interactive network, over 25,000 members strong and representing 100 countries worldwide. From tour operators to tourism boards, specialty agents to accommodations, all ATTA members share a genuine love for global exploration and a vested interest in the sustainable development of tourism.

COVID-19 Guide for the Adventure Travel Industry
Strategic Opportunities For Destination Recovery & Resilience
Online Education Safety and Risk Management Course

CLEVELAND CLINIC

Cleveland Clinic is a leading provider of specialized medical care, focused on providing clinical excellence and superior patient outcomes. The integrated healthcare system includes hospitals, outpatient clinics and wellness centers across the globe with facilities in the United States, Canada and the United Arab Emirates. In 2021, its newest hospital, Cleveland Clinic London, will open.

Founded in 1921, Cleveland Clinic has grown and evolved both clinically and geographically, becoming home to:
- The world's largest heart valve program and vascular surgery program.
- The world's largest and most specialized urology practice.
- One of the top cancer centers in the US, centered on multidisciplinary patient care.
- The UAE's first and most comprehensive multi-organ transplant program.
- A leader in quality clinical care in Florida, offering easy access from Latin America and the Caribbean.

For patients traveling outside of their home country to a Cleveland Clinic location, Cleveland Clinic's Global Patient Services department provides personalized and compassionate care. This team of international caregivers serves as a point of contact to help guide patients through every aspect of travel and care.

Other select services available to global patients include:
- MyConsult Online Medical Second Opinion program, which gives patients secure, online access to Cleveland Clinic specialists for second opinions and consultations.
- Cleveland Clinic's Critical Care Transport team, an expert team of critical care providers available 24/7 to transport critically ill and injured patients of all ages via ground mobile intensive care unit, helicopter or jet aircraft.

For more information about Cleveland Clinic, visit clevelandclinic.org.