



## AAA WESTERN AND CENTRAL NEW YORK COVID-19 TRAVEL INFORMATION



### PHYSICAL DISTANCING

Our groups will have a smaller occupancy than previous departures which will allow for space between travel parties onboard. Groups advertised as Socially Distant tours can expect no more than 50% capacity on motorcoaches or shuttles. Look for this logo on trips for socially distant tours.



### FACE COVERINGS

In accordance with the guidance of the World Health Organization's (WHO) we are requiring all travelers to bring their own washable or disposable face coverings. Face coverings are required to be worn at all times during the tour.



### ENHANCED CLEANING PROCESSES

AAA Western and Central New York's partners continue to sanitize their motorcoaches before the start of each journey. In light of the COVID-19 outbreak, additional safety measures have been taken to elevate hygiene and sanitization practices per guidance from WHO, and as required by local government rules and regulations.

Tour managers and motorcoach drivers have been trained in the latest hygiene protocols and will clean and disinfect all surfaces including handrails, door handles, seats, and overhead lockers daily.



### ON THE ROAD PROTOCOL

Motorcoaches will be supplied with disinfectant, sanitizing wipes and hand sanitizer. Drivers have been trained on the new policies and are sanitizing all common contact points while passengers are off the motorcoach. Drivers will have masks and gloves on while loading/handling luggage.

Full sanitizing efforts are being performed before, during and after your trip - our motorcoaches are thoroughly disinfected with a EPA/CDC approved solution. Prevost motorcoaches are designed and engineered to provide a safe and clean environment, renewing the air throughout the entire cabin every five minutes.

We ask passengers to follow hygiene practices recommended by the WHO, including the thorough and regular washing of hands and sanitizing when required. Hand sanitizer is available on the motorcoach for guests to use while boarding and off-boarding throughout the day.

We also ask that passengers bring washable face coverings and gloves, as some public areas require them to be worn. Travelers will be asked to wear masks at all times on tour, out of respect for all travelers and AAA employees. Additional personal hand sanitizer is recommended to make passengers feel comfortable while exploring.

Additional face masks, rubber gloves, antiviral sprays and wipes are available on all trips should an unexpected situation arise.

Onboard restrooms will be for emergencies only.

Your safety is our top priority at AAA Western and Central New York. Below are the new measures we are taking to ensure our members, clients, and employees stay healthy and safe while touring together again.



### TEMPERATURE CHECKS

Routine screenings for tour managers and drivers for health conditions before boarding any tours. Temperature checks for all passengers will be performed before each morning's boarding.

If a passenger runs a fever or becomes ill during a trip, the affected person and their travel party will be isolated, and arrangements will be made to get them to a local medical facility as soon as possible. The trip will be unable to delay due to a situation like this.\*

If the tour manager or driver becomes ill, a replacement will deploy to take over the tour.



### TRUSTED PARTNERS WITH EXCEPTIONAL STANDARDS

AAA Western and Central New York is proud to partner with touring companies, cruise lines, hotels, restaurants, and venues that take the health and safety of our guests and members as seriously as we do.



### PERSONAL RESPONSIBILITY – COVID-19 WARNING

We have introduced enhanced hygiene protocols for the well-being of our guests, members, and employees. However, there are current travel risks to take into consideration. Below outlines the risks surrounding COVID-19, as defined by the WHO and government health officials. We at AAA Western and Central New York ask you to exercise caution and review the information below.

An inherent risk of exposure to COVID-19 exists in any public place where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. Senior citizens and guests with underlying medical conditions are especially vulnerable.

We ask that you please take personal responsibility for your well-being. AAA Western and Central New York requires personal protective equipment on any of its trips and recommends personal hand sanitizer in addition to what will be provided to you.

Please adopt physical distancing and hygiene practices prior to the trip departure and follow all health instruction which may include physical signage or requests from our professional staff once traveling with us.

In choosing to travel with AAA Western and Central New York, you voluntarily assume all risks related to exposure to COVID-19.

**Let's help keep each other safe and healthy.**

\* AAA Western and Central New York and its affiliates will cover no expenses incurred should a traveler fall ill during a scheduled trip. These expenses will be the sole responsibility of the traveler and their party. This document will continue to change on a moment's notice to comply with WHO and CDC guidelines. Members will not be notified of the updates prior to the document being changed. 716-20