

Our COVID-19 Response and Safety Measures

We want to communicate to you our perspective on COVID-19 and our related policies.

Please know that there is nothing more important to us than the health and safety of our guests and staff. In that regard, we have diligently reviewed all of our current, best practice operating and safety procedures to ensure adherence to the latest CDC guidelines regarding sanitation of equipment and gear, disinfection of communal surfaces, and availability of hand washing stations or hand sanitizer and other cleaning supplies.

In most cases, this just means doing a little bit extra of what we already do every day. We will continue to monitor these practices, and keep up-to-date with CDC, state and local health authorities guidelines as the situation develops (and hopefully declines!).

If a tour was run in 2020, these are the protocols that would have been utilized. 2021 may result in modifying these changes and adapting to current practices.

Pre Tour

- ✦ Guests and staff will complete a health and travel survey. Issues that arise will be addressed
- ✦ Guests with illness or symptoms of Covid-19 the week before the trip will be asked to reschedule or cancel
- ✦ Guests will be asked to sign an additional Covid-19 waiver which will explain our procedures, request compliance, and address exposure
- ✦ Tour sag vehicles will be sanitized prior to the tour
- ✦ Tour food handling equipment is sanitized before the tour, and as needed

Daily Tour Procedures

- ✦ Touch only your personal gear
- ✦ Staff will wear gloves when handling guest gear and bikes
- ✦ Common touch points will be eliminated at sag stops
- ✦ Tour staff wearing gloves and masks will be handing out any snacks
- ✦ Guests and staff will maintain 6' social distancing

Meals

- ✦ Tour guides and/or restaurant servers will serve food/snacks
- ✦ Servers will wear gloves and masks
- ✦ Arrange to eat outside whenever the option is possible at restaurants and/or take out when requested

Shuttle/sag rides

- ✦ All passengers and drivers will wear masks
- ✦ Hand sanitizer will be available before entering the vehicle

Tour Location Regulations

- ✦ Health and safety regulations at each tour location may supersede this list