

# URBANHEARTBEAT

## COVID-19 TRAVEL POLICY – to Australia

It is vital for you to understand and agree to our COVID-19 Travel Policy. We want to make sure that our trips are made safe for everyone including our guests, our tour leaders and the people within the communities we will come across on our travels. We follow guidelines set out by the World Health Organisation (WHO) and adhere to Government rules of the Countries we are visiting. We also closely monitor updates regarding the status of COVID-19 in the places that we are visiting.

### **Vaccinations**

We follow government requirements for vaccinations for visitors coming to Australia. At the time of writing, tourists may enter Australia without the need to be fully vaccinated with a recognised COVID-19 vaccination. The term “fully vaccinated” refers to having had 2 doses of a recognised COVID-19 vaccine. Should government or WHO advice change to require vaccinations or booster shots (additional doses) of a vaccine, then our policy will be updated in line with any such requirements.

### **COVID Testing**

Pre-departure testing may be required for you to be able to travel to the countries that we visit and to board some airlines. At the time of writing, COVID-19 testing is not required for entry into Australia.

However, you will be required to complete and sign a health declaration at the beginning of the tour. Depending on the status of COVID-19 where we are and where you've come from, you may also be required to undertake additional health screening measures including rapid antigen testing (RAT). If during the tour we are knowingly exposed to COVID-19 or you start to develop symptoms of COVID-19, you may be directed to undertake a RAT or directed to a local testing site to undertake a PCR test. Where possible, we will assist with this process. You will be required to isolate from the group if you return a positive test. Depending on whether you have symptoms, and at what point in the tour we are at, we will consider a range of options which we will discuss with you. Urban Heartbeat's operators in their discretion will determine whether it is safe for you to rejoin the group.

### **Flexible Bookings**

Given that the current nature of travel comes with many obstacles, we understand the need to be flexible through these times. For this reason, we are providing flexible options in the following ways:

- If your trip is unable to go ahead due to government-imposed border closures, you will receive a credit for the full amount for your trip, and we will set new dates for the same trip that you have reserved.
- You are eligible for a refund minus any unrecoverable costs in the event of government-imposed border closures which prevent you from travelling and if our revised tour dates do not suit you.
- If you do have a change of mind regarding coming on the trip, we will offer a credit towards a future trip which will be valid for 3 years from the original departure date of your selected trip. You must inform us at least 14 days before the start of the trip.
- A refund minus any unrecoverable costs is available to you if you have a change of mind provided that you inform us at least 28 days before the start of the trip.

As we are a small business, we greatly appreciate you maintaining your reservation on our tour and only exercising our flexible booking policy as an absolute last resort.

For the purpose of transparency, our definition of unrecoverable costs are generally limited to flights and rail fares within the tour that need to be purchased well in advance to ensure that the overall tour costs are kept as low as possible. Such fares are rarely fully-refundable or even partially refundable, and therefore we cannot bare responsibility for their costs should you decide to cancel your booking due to change of mind.

### **Trip Cancellations**

Urban Heartbeat may cancel a tour due to outcomes or events caused by the COVID-19 pandemic. Whereby we cancel the tour, we will contact you to arrange a credit or refund.

### **Travel Alerts**

We do provide regular newsletters in the lead up to your tour commencing. Should important information about COVID-19 become available and relevant to your tour, we will include this in our correspondence with you. This would include any information regarding COVID-19 variants which may have a sudden impact on changes to border controls or quarantining requirements.

### **Travel Credit**

Any travel credits will be usable on future trips for up to 3 years from the original date of your planned travel.

### **During a Trip**

Should changes need to be made to our itinerary during a trip due to circumstances arising from COVID-19, we will communicate with all tour members as to the planned changes and come to an agreement with all participants.

Should you become infected with COVID-19 during a trip or be exposed to COVID-19 during a trip and need to quarantine, we will assist in making arrangements with you that allow you to shelter in place and prevent exposure to other guests. In some instances, this may mean that you need to separate from the group and can catch up once you have completed your quarantine period or once you have recovered from the virus and can provide a negative COVID-19 test result.

It must be noted that whilst we will assist you in getting the right support in such circumstances, your travel insurance will need to cover you for medical expenses and accommodation requirements outside of the tour.

Given the complexities of such situations, and unique nature of any potential scenario, we would appreciate your diligence in following our provided instructions. Where possible, we will provide you with an adjusted itinerary so that you can still have a travel experience, however, you may not have the tour leader or rest of the group with you. Additionally, you may need to follow instructions to get to the next phase of the tour which may include taking public transport or flights. We will do our best to ensure that this is as straight forward as possible for you but it will take compliance on your behalf.

### **Pre-trip**

Should you test positive for COVID-19 as part of your departure PCR COVID test imposed by Governments and airlines, you must advise us as soon as possible about your result. Depending on the severity of your symptoms and likelihood of a timely recovery, we may either be able to welcome you on to the tour once you have recovered or a negative test is confirmed, or we will offer you a travel credit towards a future booking.

### **Masks**

All trip participants must adhere to any local regulations regarding face coverings/masks.

### **Travel Insurance**

You must have travel insurance which covers you for medical expenses. We will require proof of travel insurance before the tour.

By signing the below, you agree to the terms and conditions of the Urban Heartbeat COVID-19 Travel Policy above.

Signed by the traveller: \_\_\_\_\_

Full name of traveller: \_\_\_\_\_

Date: \_\_\_\_\_