

**The First Division Museum and our travel partner, Academic Travel Abroad (ATA), take the risks of traveling during a pandemic very seriously. We want to assure you that your safety and well-being is our highest priority. By adopting new travel practices and following science-based guidelines, we can mitigate the risk of contracting and spreading COVID-19 during the pandemic.**

### **Enhanced Health and Safety Protocols**

ATA has established enhanced health and safety protocols to mitigate the risk of exposure to COVID-19 during our trip. These protocols are in line with those issued by the World Travel & Tourism Council (WTTTC) and the United States Tour Operators Association (USTOA). ATA also continues to monitor the guidelines of the U.S. Department of State, the CDC, and WHO. Although these guidelines may be stricter than those required by local authorities in our destinations, it is our obligation to go above and beyond to travel safely and responsibly.

In the months leading up to the trip, our travel team will be monitoring the situation at home and abroad to ensure that our program meets the following standards:

- Our destinations have been deemed low risk per the U.S. Department of State, the U.S. Center for Disease Control, and the World Health Organization. In addition, our group will never be far from ventilator-equipped hospitals.
- All members of our group, tour staff, and service personnel we'll encounter as part of the tour will be asked to adhere to strict safety and hygiene guidelines.
- All hotels, restaurants, transportation, and sites visited will be screened prior to arrival to ensure health and safety protocols are being followed.
- Social distancing will be followed throughout the tour. Where this might be challenging (e.g., on the coach, at restaurants, or at public museums), everyone will be required to wear face coverings.
- All tour staff will have been briefed on how to handle a traveler who presents with COVID-19 symptoms.
- All travelers must complete a waiver and participate in a wellness screening

While our enhanced safety and health protocols have been created to keep the group as safe as possible while on tour, all travelers have a shared responsibility to follow our recommended guidelines to keep healthy before, during, and after the trip. Although we cannot eliminate the risk of traveling during COVID-19, we can mitigate the risk if we all work together. When joining this program, travelers pledge to make the following commitments to health and safety:

- *Face Covering:* Travelers will wear a face covering at all times when in an enclosed public space, as well as on the motor coach throughout the tour. Travelers will also wear face coverings whenever a 6-foot distance cannot be maintained among the group or in public.
- *Hand-washing:* Travelers will wash hands before eating food, after using the restroom, coughing, or sneezing, and after touching publicly used surfaces. When hand washing is not possible, hand sanitizer will serve as an alternative.
- *Daily Temperature Check:* Travelers will allow for a temperature to be taken and recorded daily.

- *Self-isolation:* Travelers will isolate from the group if COVID-19-like symptoms begin to develop while on the trip and will seek immediate medical attention.
- *Medical Assessment:* Travelers will seek medical attention to be assessed for COVID-19 if COVID-19-related symptoms arise and will not re-join the group until having received a negative test result.

We strongly suggest purchasing travel insurance to help protect your investment and provide you with financial recourse should you face trip cancellation or interruption due to sickness or quarantine. When purchasing a policy, please consult with a trip insurance agent to review what COVID-19- related contingencies are covered. While ATA and The First Division Museum will do our best to recover any unused portion of your trip due to sickness, it is often the case that payments cannot be refunded.

For the most up-to-date health and safety information about traveling during the COVID-19 pandemic, we suggest visiting the websites of the [CDC](#), [WHO](#), and your local health agency.



Our tour operator, Academic Travel Abroad, has received the World Travel and Tourism Council's Safe Travels stamp. Companies with the Safe Travels stamp have adopted the health and hygiene global standardized protocols recommended by the World Travel & Tourism Council (WTTC).

## **Frequently Asked Questions**

**Q:** How will you decide if my trip will operate?

**A:** While we have every intention of operating your trip, it is still too early to guarantee this departure. Certain conditions will need to exist in order to give the trip a "greenlight". At a minimum, these include:

- The Department of State deems our destination to be safe for travel (Travel Advisory Level 1 or 2)
- Flights to and from our destinations are scheduled during our arrival and departure dates
- The borders to our destination are open to foreigners, and COVID-19 entry requirements do not restrict American citizens
- Sites, venues, restaurants and shops in our destination are open for business.
- A minimum number of travelers have signed up to make the trip viable

**Q: *When*** will I know if my trip will operate?

**A:** In order to make the best, most-informed decision, we intend to wait as long as possible to see if the above conditions are met. However, we also understand that people need ample time to arrange their schedules, purchase flights, and prepare to travel. For this reason, we will make a final decision about whether this trip is moving forward by 60 days prior to our scheduled departure.

**Q:** When should I book my flights?

**A:** Although it may be tempting to take advantage of low fares that are currently being offered, we would not advise booking non-refundable flights until we notify travelers about the status of the trip, 60 days prior to departure. Any non-refundable penalties imposed by an airline will not be covered should your tour cancel.

**Q:** If the trip is cancelled what happens to the deposit if I've already paid?

**A:** If The First Division of the U.S. Army cancels the trip, your deposit will be refunded in full. The refund will be made to the credit card on which you made your initial payment.

**Q:** I intend to travel, but what if I get sick and am unable to do so. What should I do?

**A:** If you get sick within the 60 days prior to departure and are unable to travel, there will be no refund. Many trip insurance plans will provide coverage if you or your travel partner become ill with COVID-19 and cannot travel.

**Q:** What if I get sick while traveling

**A:** If you begin feeling symptoms while traveling, we will ask you to isolate in your hotel room immediately. Your Tour Manager will make sure steps are taken so you are able to be seen by a doctor or health facility. If you test positive for COVID-19, you will not be allowed to re-join the trip until you get clearance from a doctor.

While we will take every step to assist you if you become sick, any expenses for medical treatment or testing will be your responsibility. We strongly recommend purchasing trip insurance for this reason.

**Q:** What if someone in our group is infected with COVID-19 while traveling?

**A:** Your Tour Manager, expert and local partners will be thoroughly briefed on assisting any traveler who begins to experience symptoms of COVID-19 during the journey. They will first ask the traveler to immediately isolate themselves from the group. They will then assist in contacting a doctor or health facility and take the appropriate steps as advised by local health authorities. If the traveler does test positive for COVID-19, the group will be informed of potential exposure and next steps.

**Q:** What if conditions change in the destination, and it becomes unsafe to travel?

**A:** If it becomes unsafe to travel at any point up to departure, or even during the trip, we will not hesitate to end the program early and work with travelers to adjust their travel plans. Due to airline regulations, it is sometimes difficult for us to assist if you book your flights independently. Therefore, we will encourage travelers to take advantage of our partnership with our air provider, CTP. When you book flights through CTP, we can more easily work with them to make adjustments to your itinerary in case of an emergency.

**Q:** What if I start feeling sick when I return home from my trip?

**A:** If you begin experiencing symptoms of COVID-19 within 14 days of returning from your journey, you should isolate yourself immediately, contact your doctor, and get a test. As soon as you can, contact Academic Travel Abroad, which will then communicate with the rest of the group.