

# The Safety Guidance for COVID-19

Currently, due to the COVID-19 Pandemic, it's necessary to change the way to travel and the life style.

It might sound difficult to organize the tour now, but as the travel agency that have been welcoming people around the world for several years, we have decided to start our tours once again with the new standard designed to prevent the infection.

Here, we would like to inform you our new guidance for safety.

## \* Main Policy

The sightseeing consists of the cooperation of a guest, locals, and travel agency. Of course, it is our first priority to keep the safety for a guest, but in order to do so, we are afraid to ask our guest to understand some inconveniences this may cause. We wish that this guidance will help you to understand and enjoy the travel without any safety concerns.

## \* First Step

-Check the reliable information in advance.

There are countless information on the internet, and sometimes it becomes difficult to define if the information is correct, so we kindly advise you to check the reliable website such as World Health Organization and Ministry of Health. The situation is constantly changing, so it would be better to keep up with the latest information to avoid the cancellation at the last minutes.

## \* Cancellation

-Full refund \*8 days prior

We understand that there is a possibility to get some trouble right before the tour or becoming unable to attend because of government's restriction concerning the infection.

In that case, we will contact you in person and consult about the refund.

## <Dear Guests>

You should be aware that there is an inherent risk of exposure to COVID-19 and other contagious diseases in any public place where people are in close proximity. As a result, Japan Wonder Travel cannot guarantee that you will not become exposed to or infected with COVID-19 or any other contagious disease at any stage of your trip with Japan Wonder Travel. By choosing us, you voluntarily assume all risks related to exposure to COVID-19 or any other contagious disease.

### \*Before The Tour

-Check the body temperature, and be sure it is lower than 37.5°C(99.5°F)

It is said that when the body temperature is higher than 37.5°C, that means you might have been infected by the virus. For the safety of both a guide and other guests, please refrain from joining the tour if your body temperature is higher than that.

We will do our BEST to support you if you feel sick or in need of going to the hospital.

### \*During The Tour

-Keep the Social Distance from each other \*as much as possible

Social Distancing is one of the most effective ways to prevent the infection.

Possibly, Our guide will tell you to keep distance from each other during the tour, and we kindly ask you to cooperate, so that it would be safer for everyone attending.

-Wear the mask

Wearing the mask can be the protection from infection, and also, it prevents to spread the virus even if you are asymptomatic infected. So please wear the mask during the tour and whenever you walk outside to protect yourself and others.

-Bring a portable sanitizer \*recommended

The portable sanitizer can be useful for disinfection. Our guide also brings the sanitizer, but it will be more convenient if you have your own.

-Wash and Sanitize your hand frequently.

It is simple but important. Possibly, our guide tells you to wash your hand during the tour, and for your own safety, please follow the instruction.

### \*After the tour

-Importantly, Japan Wonder Travel can not take any responsibility for the possible infection.

Needless to say, we have taken enhanced health and safety measures in an effort to mitigate the risk of exposure to COVID-19 and protect both our guests and guides. However, preventing infection can be possible only when the guide, guest, and travel agency properly cooperate with each other.

To lower the risk, we need to have;

The measures we make as a travel agency, comprehensive locals, guest's understanding, and guide's personal efforts for disinfection.

We kindly ask our guests to understand that we can lower the risk, yet we cannot guarantee 100% safety. You cannot make a claim for damages caused by the possible infection, and in the same way, we will not take any actions nor responsibilities regarding the possible infections after the tour.

-When You feel sick after the tour.

If you feel sick or uncomfortable after the tour, please contact with our team. We will support you to go to hospital depending on your condition.

If someone who joined the tour with you infected with COVID-19, we will let you know soon. At that time, we recommend you to stay home for 2 weeks checking on your body condition. During your stay in Japan, we will support you as much as possible.

## <Guides and Hosts>

### \* What We Do

-Checking the guide's health condition carefully

All guides and hosts are required to check their body conditions and temperatures on the night before the tour. If the guide feels sick or has a fever, we will change the guide and let you know as soon as possible.

Additionally, we ask our guides to check their body temperatures every morning before they start the tour, and report us if it was their normal body temperature or not. If it was higher than 37.5°C(99.5°F), that guide can not lead the tour on that day. In that case, we will contact you immediately and discuss about the correspondence including rescheduling, yet of course, we will do our best to organize a tour as scheduled.

-Avoid close contact

Hugging and handshaking are popular ways to express a feeling of welcome, but under this circumstance, we suggest our guide not to do so.

But don't worry, we and our guide's welcoming heart never changes!

-Limiting the number of participants

To keep a social distance, we have decided to decrease the maximum number of participants. It is safer if the group is small.

For now, up to 5 people can join the group tour at once. \*depending on the situation, it can be changed.

-Preparing the hand sanitizer

The guide prepares hand sanitizer for both guide and guest's safety. Additionally, you do not have to concern about the cleanness, because our guides disinfect their hands often, and the thing the guide used during the tour would be disinfected as well right after the tour.

-Contactless payments

All payments are processed before the tour, in advance, so we can lower the frequency of physical contact which increases the risk of infection.

-Consulting about the itinerary

Since some may concern going to a high-traffic area might be risky, we kindly ask our guests if it is okay to include the high-traffic area on their itinerary. Depends on guests preferences, we can also make an itinerary without visiting a high-traffic area for the private tour.

-For the bus ride

We limit the number of participants for the tour including a bus ride. At maximum, up to 20 people can join the tour at once. And also, we intentionally prepare the big bus, so that the guest can keep the social distance even while seated. Moreover, windows will be opened for the ventilation, and we will disinfect the bus periodically during the tour.

\* Be Safe and Enjoy Travel

We have so far hosted more than 40,000 guests from all over the world, and we are still having much more to show. Therefore, we sincerely hope that our guests can enjoy their travel without any concerns.

We will provide a new style tour which you can feel safe and enjoy at the same time. Also, we are very looking forward to welcoming you as our guest!