Travel with Confidence

When you're ready to travel again, we're here to support you. Your safety, as well as the safety of our employees and partners, has always been our top priority, which is why new physical distancing and cleaning measures have been put in place on all of our tours. Our new Travel with Confidence policy features new health and safety procedures from the moment you arrive to the moment you leave, without taking away from having the time of your life. The policy will evolve as time goes on and as we continue to monitor local public health recommendations, but what won't change is our commitment to keeping you safe as you explore our big, beautiful world.





G Adventures has received the World Travel and Tourism Council's Safe Travels stamp, which provides travellers with assurance that we have implemented health and hygiene protocols that are aligned with <u>WTTC's Safe Travels</u> <u>Protocols</u> As a major contributing partner in the creation of these recommendations, G Adventures is proud to be implementing <u>ATTA's COVID-19 Health & Safety Guidelines</u>, developed in collaboration with Cleveland Clinic, across all our tours.

This Collection of over 40 incredible small group tours features everything we're doing as part of this new policy on all of our tours, PLUS added steps that go that extra, physically distanced mile.



Even smaller. Even better.

Our maximum group size has been reduced to 12 travellers on most tours to ensure even smaller groups

Private rides

Exclusive use of private transportation (except planes)



My Own Room (plus extra legroom)

My Own Room option is available for 50% off, and now includes an extra space on all our private vehicles



More "personal" personal space

All rooms on trip will be either double or single and have en-suite bathrooms

Before you arrive

Book with Confidence

Our Book with Confidence policy lets you cancel and rebook your tour with no added costs closer to the time of departure, giving you added flexibility and peace of mind.

Effective now until December 31, 2020 book travel with us departing before December 31, 2020 and you can cancel and rebook up to 14 days prior to your departure date, or for tours departing between January 1, 2021 and December 31, 2021 you can cancel and rebook up to 30 days prior to your departure date.

Receive access to the 'Book with Confidence' travel policy for bookings on select smallgroup tours, for select departure dates. Bookings must be made between August 25, 2020 and December 31, 2020 at 23:59 EST for travel until December 31, 2021. Travellers who have been issued a Suspension Travel Credit as a result of a tour suspension due to COVID-19 are entitled to use such Suspension Travel Credit for bookings under this Book with Confidence policy.

Tours Departing Prior to December 31, 2020

Passengers who make bookings under the 'Book with Confidence' travel policy for a tour departing prior to December 31, 2020 will be permitted to cancel their confirmed tour services, pre- or post-tour accommodation services, extra services, or transfer services at any time prior to 14 days from the date of tour departure (30 days in the case of bookings on the G Expedition*, and as outlined below for the 'Book Your Bubble Collection') at no charge if they also rebook another tour service and/or reschedule travel to a later date, which later date must be within two years of the initial departure date. The passenger must rebook their deferred travel at the same time as their cancellation in order for the 'Book with Confidence' policy to be applicable. Regular terms and conditions apply to all cancellations or rebookings made within 14 days of departure for tours departing prior to December 31, 2020 (30 days in the case of bookings on the G Expedition and as outlined below for the 'Book Your Bubble Collection').

Tours Departing Between January 1, 2021 and December 31, 2021

Passengers who make bookings under the 'Book with Confidence' travel policy for a tour departing between January 1, 2021 and December 31, 2021 will be permitted to cancel their confirmed tour services, pre- or post-tour accommodation services, extra services, or transfer services at any time prior to 30 days from the date of tour departure (60 days in the case of bookings on the G Expedition, and as outlined below for the 'Book Your Bubble Collection') at no charge if they also rebook another tour service and/or reschedule travel to a later date, which later date must be within two years of the initial departure date. The passenger must rebook their deferred travel at the same time as their cancellation in order for the 'Book with Confidence' policy to be applicable. Regular terms and conditions apply to all cancellations or rebookings made within 30 days of departure (60 days in the case of bookings on the G Expedition and as outlined below for the 'Book Your Bubble Collection').

Book Your Bubble with Private Travel

On a private tour, you not only get to choose how you want to travel but who you travel with. With our Private Travel options, you can take one of our tours and Book Your Bubble to ensure you're surrounded by friends and family for added confidence and peace of mind. Or you can customize a trip entirely for you! It's your adventure, make it fit you perfectly — and safely. Plus, enjoy all the added health and safety measures of our Travel with Confidence policy.

• This Collection of 80 tours gives you and your hand-picked crew the freedom and safety found on all of our private tours, now with the added bonus of extra savings!

- Book Your Bubble of 8 and the eighth spot is **50% off** perfect for a Bubble of two families, a group of friends, or even four couples!
- Book Your Bubble of 12 and the 12th spot is FREE did someone say extended family vacation?
- **SAVE more!** You can also combine your private tour price with current G Adventures sales for added discounts!
- Enjoy the added health and safety measures of our Travel with Confidence policy
- Added benefits of our Book with Confidence Policy which lets you cancel and rebook your tour with no change fees closer to the time of departure, giving you added flexibility and peace of mind
- Choose a date that works for you
- Personalize your tour with optional activities from our list of great on tour experiences
- Let your experienced Chief Experience Officer (CEO) connect you to local experiences and cultures in a way only they can, they have also been trained in new health and safety measures

Smaller groups

Our groups have always been small. This offers security, access, camaraderie, and a connection with your destination you won't get by travelling on bus tours or on your own. Our average group size is 12, ensuring our travellers can engage with each other without being squeezed together like sardines — and that was before physical distancing became a reality. Plus, if you have 8 or more friends you'd like to adventure with, you can reserve the entire trip!

My own room

If you're joining one of our small group tours on your own, good on ya! If you are a solo traveller sharing a room with someone, we will do our best to ensure they will be your roommate for the entire journey to support distancing efforts. We have My Own Rooms available as an extra option for tours (pending availability), and we'll be offering more of these at more affordable prices to make it even easier to have a bit more space.

When you arrive

Our Chief Experience Officers

Our CEOs are responsible for ensuring you have the time of your life while keeping you as safe as possible. Here's how they're ready to do that:

- They're trained in First Aid, CPR, and other safety protocols
- They're supported 24/7 by the field staff in our offices around the world who are wellequipped to handle emergencies
- They can help you find local clinics if you're feeling sick
- They'll receive new training to ensure they are up to date on all health and safety policies during these evolving times
- They have extensive local knowledge to proactively help you navigate wherever you're travelling
- Their local knowledge allows for greater flexibility when it comes to knowing the best time to visit certain highlights to avoid crowds whenever possible and suggesting the restaurants with the strictest hygiene practices or those where you can reserve your own table or room in advance
- They'll wear face masks when necessary based on local guidelines and recommendations

You & your fellow travellers

Our travellers' safety and wellbeing is our biggest concern. If you're not feeling well before your

departure, we have a Book with Confidence policy that provides you with flexibility and freedom to delay leaving until you're back to 100% healthy (terms & conditions apply). If you have a fever or any other symptoms on tour, you may be required to have a doctor clear you before re-joining us. All travellers are required to bring masks with them and wear them on vehicles and wherever physical distancing of a minimum of six feet (two metres) is not possible. We'll make every effort to have hand sanitizer available, but we recommend bringing your own.

While on tour

Small private transport vehicles

- Every surface in our well-kept fleet of private vehicles will get at least one daily deep cleaning
- Each traveller will have a daily assigned seat
- Hand-sanitizer and a mask will be required every time you board the vehicle
- Facial coverings will be recommended while on-board

Our boats

- Every surface will get at least one daily deep cleaning
- High-traffic areas will receive more frequent cleaning
- Hand-sanitizer or hand washing will be required every time you board the boat, as well as before and after meals
- To support physical distancing, meals may have assigned seating and there will be assigned slots for activities and rooming
- Masks will be required on-board whenever physical distancing of a minimum of six feet (two metres) is not possible.
- Your crew is trained in health and safety measures (including food handling) and all cooking staff will follow up-to-date advice from health authorities

Local transportation

- Use of local transportation will be limited wherever possible. Please reference the Trip Details for each individual tour for specifics
- If local transportation is used, precautions will be followed in adherence to local health and safety regulations to keep our travellers safe and sound.

Where you'll be staying safe

We've always carefully selected our accommodation partners for their high standards and local roots. Travelling in small groups means that we stay at smaller hotels too, with fewer guests — which means less daily contact with others outside your group in public spaces. Now we are working with our accommodation partners to optimize their health, safety and cleanliness procedures, as well as creating additional measures for physical distancing. Here are some of the things we're working on to help keep you safe:

- Daily deep cleaning and disinfecting of all surface areas inside your room with extra cleaning on light switches, door handles, TV remotes, and thermostats
- No hotel staff will enter your room after it has been cleaned
- Increased frequency of cleaning and disinfecting of all public restrooms and all surfaces in public areas. This might include the closure of public spaces such as gyms, bars, restaurants, and meeting rooms for periods throughout the day
- Wherever possible, our groups will stay on the lower floors to limit elevator use

• Hotels will implement physical distancing protocols in line with local regulations

This is just the beginning of our commitments to keeping you sleeping safe and sound. We will continue to evolve and roll-out these and additional policies as needed.

A good & safe place to eat

We have always carefully selected our food service partners and worked closely with them to ensure they are meeting health, safety, and cleanliness standards with their facilities, staff training, and food preparation and delivery. Wherever possible, we will reserve separate tables or private rooms at the restaurants we visit, opt for more "al fresco" opportunities when we can (gotta love that fresh air!), and ensure breakfasts can be "grab and go" boxes, while avoiding family style or selfserve buffets for meals. We want you to feel comfortable and safe as you savour every last bite.

Activities

You've always had freedom and flexibility to do your own thing on our tours with optional activities and experiences. Now, you'll still have those options with added measures to keep you healthy and safe. All equipment for activities on tour, including hiking poles, camping supplies, life jackets, snorkels, etc., will be cleaned thoroughly at least once a day and disinfected between use. When travellers are responsible for putting up their own tents on camping itineraries, you will be given the supplies required to disinfect your gear. We will also do our best to make activities and highlights stops happen during non-peak hours, so you can have fun and feel safe no matter what you're doing.

Before you leave

A healthy goodbye

If you're not feeling well at the end of your tour for any reason, let your CEO know and they can help get you access to medical care and support. Because we want you to head home after a life-changing experience feeling just as good (let's be honest, way better) than when you left.