

### **AWGT CORONAVIRUS (COVID-19) POLICY – SCHOOLS 2020**

Away We Go Tours Pty Ltd is a Travel Agency that specialises in school group travel. 99% of business is based on school travel with a very limited number of private travel being conducted. During COVID-19, AWGT has continued to employ all staff on full pay to ensure we provide the high level of service to schools that we have always strived to achieve. We continue to work closely with schools to be ready for the reintroduction of school travel when regulative authorities permit excursions to resume.

During the COVID-19 ban on travel, AWGT has been working to ensure schools are well organised to adapt to the changes that may be required in the early days of the resumption to travel. This includes:

- Transferring itineraries to new dates - this has been very challenging as schools attempt to squash into limited availability in places already heavily booked. This will become even more challenging as further changes are likely to be required as conditions become known, when school travel resumes. Some of the difficulties that AWGT has, and will face, are:
  - Travel – restrictions placed on coach and/or plane seating. If social distancing is mandatory on transport, it may be unaffordable for schools to travel, resulting in further transfer or cancellation of itineraries.
  - Accommodation – with accommodation already unavailable in certain locations (areas such as Canberra), AWGT will find it difficult to implement an itinerary if accommodation is forced to cancel some reservations due to restrictions on room numbers being a possibility. How accommodation determines which groups may be required to transfer or cancel is the decision of these accommodation venues.
  - Attractions – The same difficulties apply as those relating to accommodation.
  - Affordability – Many excursions may be forced to cancel due to numbers within schools, being able to afford the excursion costs. There will be extensive financial difficulties of the families affected by COVID-19 and this may result in late cancellations.
- Communication with third Parties – In order to be ready, AWGT is pre-empting requirements by authorities when school travel resumes. Third parties such as accommodation, transport and attractions are likely to require a COVID-19 policy to ensure safety guidelines are being met. AWGT is attempting to obtain these policies to be able to give to schools if required .

### **COVID-19 Policies and Procedures**

#### **General Understandings**

The Managers of AWGT will be responsible for:

- Working with the CEO and Directors of AWGT to ensure the COVID-19 Policy is implemented.
- Ensuring the Policy is updated as required, when changing conditions are provided by the regulative bodies.
- Understanding the responsibilities associated with Safe Work Practice for the operation of the business during the COVID-19 period.
- Ensuring the business will abide by regulations imposed by authorities and adapt according to the changing regulations during the various announcements and stages of COVID-19.
- Informing AWGT staff of the constant changing requirements.

#### **Staff Safety**

AWGT already operated in a paperless, cloud based environment with Consultants in various locations before COVID-19. It has been a very simple process to move Head Office staff to a home working environment. This has been an important business structure that has enabled AWGT to continue providing an uninterrupted service to schools.

COVID-19 has not affected the operation or performance of the business. AWGT continues to:

- Have all staff working from home.
- Weekly meetings through Skype to ensure all staff are kept informed of the constant changes.
- Communicate with schools and third parties, adapting itineraries and requirements as needed.
- Provide the excellent service to schools that it has been renowned for.

### **Refund Policy**

With numerous cancellations and changes being required during the COVID-19 restrictions, it is important that AWGT determines the cancellation policy for its clients. Refunds are difficult to manage as it relies on the cancellation policy of the third parties related to every specific itinerary. It is also necessary to be mindful of the extreme increase in working hours required by AWGT with the constant changes and rebooking to nearly every individual itinerary. With zero income there has to be some rationalising of the costs involved in implementing these changes.

### **Refund Policy During Travel Regulative Restrictions**

AWGT has attempted to encourage third parties to adopt a 7 day from departure, full refund policy until the announcement that school travel can resume. This was to prevent the unnecessary early cancellation, only to find that school trips could take place. With the goal line constantly shifting it was preferred that schools did not cancel unnecessarily due to financial losses relating to deposits. This policy was only applicable if agreed to by the third parties associated with each itinerary.

During this period AWGT has the refund policy as follows:

1. To encourage schools to transfer to a new date, which in most cases, resulted in no penalties being applied by most third parties.
2. All refunds during this period are totally reliant on the policy of the third parties relating to each itinerary.
3. AWGT Policy on the deposit relating to them for **early** cancellations:
  - a. Deposits to be transferred to alternate trips either in 2020 or if unsuitable, to a 2021 or 2022 reservation.
  - b. For straight out cancellations – no refund for the AWGT component of deposits.
4. AWGT Policy for Schools who have NOT cancelled until 7 days prior to travel (as encouraged by AWGT) but are unable to still travel due to restrictions applying - Full refund of AWGT component.

### **Refund Policy After Travel Restrictions Have Been Lifted**

Once it is announced that schools can travel:

1. If restrictions significantly affect the cost of the trip. E.g. If third party costs significantly rise due to regulation (such as numbers permitted in rooms or on coaches).
  - a. All refunds will be totally reliant on the policy of the third parties relating to each itinerary.
  - b. AWGT Component:
    - i. Transfer to a new date – deposit fully transferred
    - ii. Straight out cancellation – no refund
2. If no significant effect on cost:
  - a. In most cases normal refund policies will apply, however, all refunds will be totally reliant on the policy of the third parties relating to each itinerary.
  - b. AWGT Component:
    - i. Our normal cancellation policy applies

## GENERAL CORONAVIRUS INFORMATION

### **How the Coronavirus is Spread**

Human coronaviruses are spread from someone infected with COVID-19 virus to other close contacts with that person through contaminated droplets spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects.

The time between when a person is exposed to the virus and when symptoms first appear is typically 5 to 6 days, although may range from 2 to 14 days. For this reason, people who might have been in contact with a confirmed case are being asked to self-isolate for 14 days.

Most COVID-19 cases appear to be spread from people who have symptoms. A small number of people may have been infectious before their symptoms developed.

### **How Long Does COVID-19 Last On Surfaces?**

According to the World Health Organization, it is not certain how long the virus that causes COVID-19 survives on surfaces, but it seems to behave like other coronaviruses. Studies suggest that coronaviruses (including preliminary information on the COVID-19 virus) may persist on surfaces for a few hours or up to several days. This may vary under different conditions (e.g. type of surface, temperature or humidity of the environment).

If you think a surface may be infected, clean it with a common household disinfectant to kill the virus and protect yourself and others. Clean your hands with an alcohol-based hand rub or wash them with soap and water. Avoid touching your eyes, mouth, or nose.

### **How long does the COVID-19 infection last?**

The infection period for the virus will vary from person to person. Mild symptoms in an otherwise healthy individual may resolve over just a few days. Similar to influenza, for an individual with other ongoing health issues, such as a respiratory condition, recovery may take weeks and in severe cases could be potentially fatal.

### **What are the symptoms?**

Patients may have fever, cough, runny nose, shortness of breath and other symptoms.

In more severe cases, infection can cause pneumonia with severe acute respiratory distress.

### **How is it prevented?**

- Clean your hands with soap and water for 20 seconds, or an alcohol-based hand rub.
- Cover your nose and mouth when coughing and sneezing with tissue or a flexed elbow.
- Avoid close contact with anyone with cold or flu-like symptoms.
- Practice cough etiquette (keep away from other people, cover coughs and sneezes with disposable tissues or clothing, and clean your hands).