

JOURNEY
SAFE ✓

Covid Safe Experiences & Vaccination Policy

Journey Beyond, and you'll find where unforgettable lives. Unique experiences, in special places, surrounded by remote natural beauty, and laid-back, can-do people who love to share a story and a laugh... it's everything you love about Australia.

We are ready to welcome you back to travel with confidence. Our *JourneySafe* COVID safety & vaccination protocols means that we have implemented enhanced procedures in response to the COVID-19 pandemic so that you can travel with peace of mind.

JourneySafe protocols not only comply fully with Federal and State Government and Industry standards, they go Beyond.

Your health and wellbeing will be at the forefront of everything we do and will enhance your unique experience with Journey Beyond. The key features of *JourneySafe* are:

TRAVEL VACCINATION POLICY

Our vaccination policy provides guidance in the absence of mandated state-based health orders and/or other Government directives. We believe that this policy helps to safeguard our valued guests, our employees, and the communities in which we operate across the country. We will continue to diligently monitor this ever-evolving landscape and will make amendments to our policy as and when required.

Extended Journeys:

Guests booked on the below journeys will be required to be fully vaccinated (two doses of an approved COVID-19 vaccination with booster dose if required) for travel from 1 January 2022.

Extended journeys and tours where overnight accommodation is necessary include: The Ghan, Indian Pacific, and Great Southern rail journeys; Outback Spirit, its camps, and lodges; Sal Salis, Cruise Whitsunday's Reefstays and Horizontal Falls overnight adventures.

Proof of COVID-19 vaccination must be sighted by Journey Beyond staff prior to your tour, preferably within 7 days of making a booking, and at the latest 100 days prior to tour departure when final payment is due.

Any Federal and/or State government mandates requiring vaccination before the date mentioned above will supersede the above date.

Journey Beyond aims to provide guests with confidence that our incredible crews, guides, hosts and fellow travellers who will be with them on their extended journey/tour will be fully vaccinated.

Guests and employees with a contraindication to any available COVID vaccine may receive an exemption provided they can provide a valid medical certificate and record a negative PCR test no more than 72 hours prior to the time of departure. Non-vaccinated exempted guests may also be subject to additional specific requirements, such as the use of PPE, for example wearing a face mask throughout their journey, except while eating and drinking, or in their private cabin/quarters.

Guests who are unable to meet these vaccination requirements are requested to contact Journey Beyond or their travel agent for assistance with their booking, which will be handled on a case-by-case basis.

Guests who are unable to receive both COVID-19 vaccines for travel from 1 January 2022, will unfortunately not be able to travel with us at this time. In this circumstance, please notify Journey Beyond a minimum of 100 days prior to your departure/stay/experience for assistance in organising a future travel credit or alternative arrangement.

Please note that guests who are unable to show proof of COVID-19 vaccination or a verified medical contraindication certificate prior to commencing their tour will not be permitted to join - and will not be refunded or recover any disruption costs.

Day Experiences:

Our preference is that all guests who book and travel with us on a day experience are fully vaccinated. Guests may be requested to verify their vaccination status and if unvaccinated, should be aware that they may be required to wear face masks and physically distance. All government mandates applicable to vaccine requirements for visitors to day venues and service experiences will supersede the Journey Beyond day experience policy.

Day experiences include: The Overland, Cruise Whitsundays day tours, Rottneest Express, Journey Beyond Cruise Sydney, Darwin Harbour Cruises, Eureka Skydeck and Eureka 89, Horizontal Falls Seaplane Adventures day trips.

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FIT FOR TRAVEL | BE WELL, JOURNEY WELL

For some experiences and journeys, guests will be asked to complete pre-travel 'fit for travel' requirements. This will give you, and all fellow guests travelling, an added level of assurance.

Guests with any symptoms of illness prior to travel will be requested not to travel.

JourneySafe includes the implementation of protocols for when guests or staff become unwell during travel or during an experience. We are able to respond quickly and discretely to any such event, including ensuring safe return from remote locations. Staff will be required to declare any signs of illness, will not perform duties if unwell, and will be supported by *Journey Beyond* during this time

FRESH & CLEAN | EXCEPTIONAL HYGIENE

Uncompromising cleaning and hygiene practices are already a feature of a *Journey Beyond* Experience.

JourneySafe provides additional cleaning, sanitising and hygiene practices in all areas with particular emphasis on high touch points and hard surfaces. We use Government recommended cleaning, disinfectant and sanitisation products, routines and monitoring.

JourneySafe ensures that guests and staff will be frequently reminded to adopt protocols for regular hygiene practices.

Our trains, vessels, planes, coaches, vehicles and spaces are fully equipped with all that you will need. Hand sanitising stations will be available in all public areas and personal hygiene kits also available where appropriate.

Our air-conditioning systems will be subject to thorough checks and increased routine cleaning to ensure the freshest air circulation supplemented with fresh air options.

READY TO ROLL | TRAINING & EXPERTISE

All staff will have undertaken mandatory *JourneySafe* training and will be proficient in our safety protocols whilst maintaining exemplary service.

We have dedicated teams who will continue to train our staff, as well as vigorously monitor and manage our *JourneySafe* protocols.

We will ensure our experience partners (contractors and suppliers) are also activating appropriate COVID Safe practices and that we have sighted and verified the COVID safe operating plans for all our partners.

SAFE SPACE | PHYSICAL DISTANCING

Physical distancing measures will be in place wherever practicable. *JourneySafe* ensures that we are applying physical distancing, considering both close and casual contact for the recommended periods of time.

Whilst the *JourneySafe* protocols will vary from business to business depending on the method of travel or nature of experience, guests can be assured that the most suitable physical distancing and hygiene practices will be adhered to for check-in, travel and all experiences.

Dining room capacities, table spacing and dining schedules will be adapted to cater to our guests' needs while maintaining physical distancing protocols. All beverage service will be provided by staff members to guests within the *JourneySafe* protocols.

YOUR WAY | FLEXIBILITY TO SUIT YOU

Choice should always be at the heart of great guest experience. To ensure our guests can enjoy travel with confidence during these challenging times, we are committed to offering even more flexibility in how you choose to travel with us.

With changing circumstances, we understand that guests' needs may change and to accommodate this we are offering more flexibility than ever with our bookings, rescheduling and cancellation options.

For our journeys that offer optional experiences, guests can choose to do as little or as much as they like and our staff will work closely with guests to ensure their experience is tailored to their needs.

