

TRAVEL WITH CONFIDENCE

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# Covid-19 Health & Safety Guide





## Introduction

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This document provides detailed information regarding the measures Nordic Visitor has implemented to ensure you stay safe on your tour with us following the Covid-19 pandemic.

You can look forward to travelling again with the confidence that we are supporting you every step of the way. Your safety and wellbeing is at the heart of everything we do, which is why we have established new protocols to ensure you Travel With Confidence.

These protocols have been developed in alignment with government authorities and health providers across our destinations, such as the WHO and the Icelandic Directorate of Health. The new measures may vary from country to country, depending on local guidelines, which Nordic Visitor will continue to monitor and update accordingly as they evolve.

Read on to discover what we are doing to protect you and what this means for your tour.



Certified Travel Service  
Vakinn - Quality System



Member of The Icelandic  
Travel Industry Association



Official agent Norway  
Huritruuten cruises



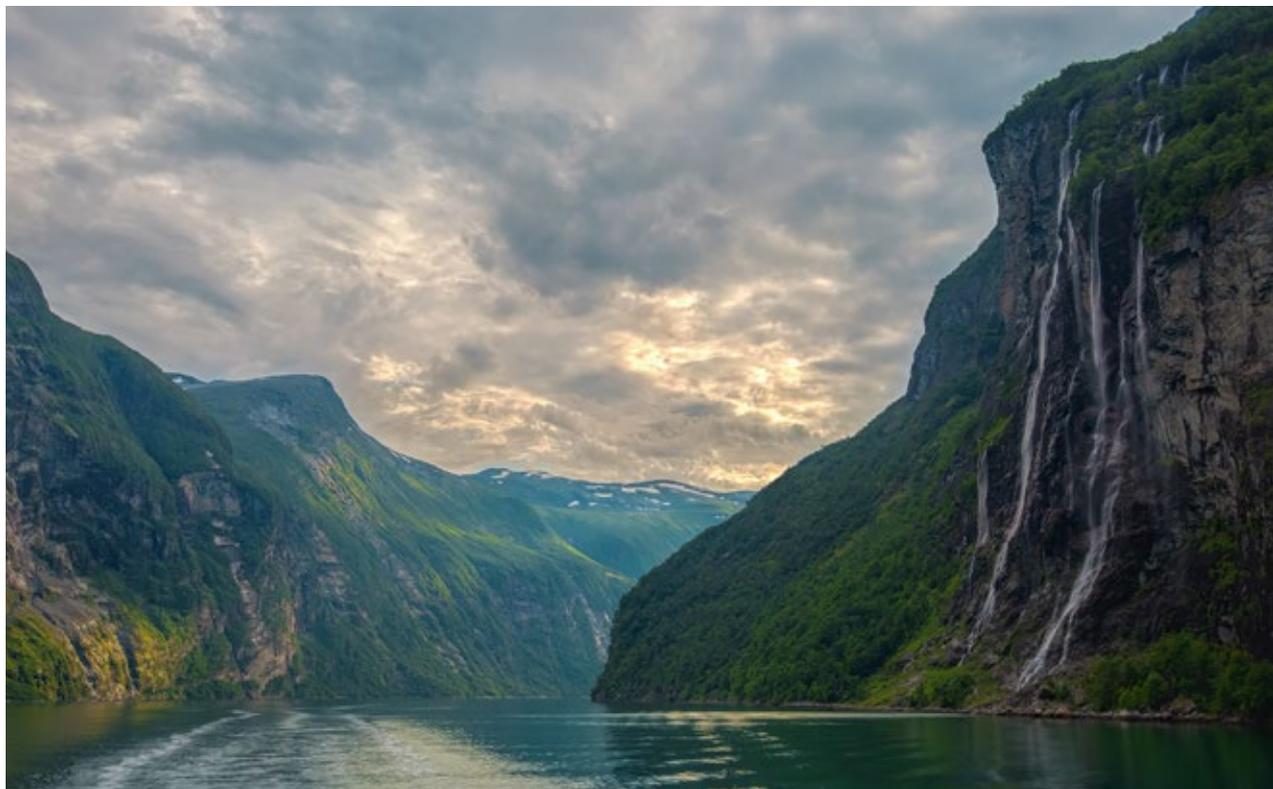
Member of The Scottish  
Tourism Alliance



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# OUR VALUES

## Trust

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Nordic Visitor is an insured and fully licensed travel agency approved by the local authorities. And as members of various travel industry associations, we are held up to a high level of standards and practices.

## Quality

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Nordic Visitor is certified by Vakinn, the official quality label for Icelandic tourism, and our commitment to professional staff development has been recognised with an education award in Iceland.

## Personal

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We operate on a first name basis here. You will have your own custom-made itinerary and a dedicated travel consultant who will serve as your point of contact before, during and after your trip.

## Dedication

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We know your time is valuable, so our team is committed to providing you with the best travel experience possible, from before you book your holiday to after your journey has ended.



# OUR COMMITMENT TO HEALTH AND SAFETY

Your health and safety, and that of our employees, has always been our top priority. That's why we've been proactive in implementing new health protocols across our tours, in line with local laws and regulations regarding Covid-19.

Increased cleaning, availability of hand sanitiser, and social distancing are the three key measures we are enforcing to keep our customers safe.

These steps have been developed in alignment with government authorities and health providers across our destinations. For example, in Iceland we have implemented the World Travel & Tourism Council's "Safe Travels" protocols and the Icelandic Tourist Board's "Clean & Safe" pledge.

To meet our high safety standards, all our guides and suppliers have carried out specialised Covid-19 health and hygiene training. Every element of your Nordic Visitor tour has been checked for safety, including your accommodation, transport, activities, and any restaurant meals that are part of your package.



# WHAT YOU CAN EXPECT FROM NORDIC VISITOR

## Before your tour

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- Before you travel we will explain the latest national guidelines so you are fully aware of the regulations that apply. Your tour guide will reiterate any relevant social distancing measures if you are on a guided tour. Every traveller is individually responsible for following these rules.
- Nordic Visitor doesn't require you to take a PCR test for Covid-19 prior to travelling. However, the destination you are visiting may require you to take one. For all the latest destination guidance, follow our website's [www.nordicvisitor.com/travel-update/](http://www.nordicvisitor.com/travel-update/) page as well as your government's foreign travel advice.
- You should pack hand sanitiser and face masks. We recommend bringing your own face covering for the duration of your trip. If you carry hand sanitiser in your hand luggage onboard your flight, remember there's a limit of 100ml (3.4 ounces) per item of liquid.
- If you have cancellation insurance with us, your payment is protected. This means that, should you test positive for Covid-19 before you travel, you can claim a 100% refund of the money you've paid to us. You can then rebook your tour, on one occasion, without incurring any change fees. Find out more on the [www.nordicvisitor.com/book-with-confidence](http://www.nordicvisitor.com/book-with-confidence) page.
- Don't hesitate to contact your Nordic Visitor travel consultant if you feel unwell in the lead up to your trip. They will do everything they can to support you during this time.
- We advise that you take other measures to protect your trip by ensuring your personal travel insurance policy covers coronavirus-related claims.

## At the airport

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- Please allow extra time for heightened security and health checks at airports. You can find out more details about what to expect at airports and on flights from your airline provider. For example, it is possible that you will need to wear a face mask, but they will confirm this with you.
- If for any reason you are detained at the airport, for example if you are showing symptoms of Covid-19, contact us on our 24/7 helpline. Our travel team will support you and make any last-minute rearrangements of your tour details if necessary.

## During your tour

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- Our support teams have been trained to deal with unforeseen circumstances. They are always on-hand to respond swiftly to any unexpected event that may arise during your tour.
- You may be required to wear a face mask at certain points during your tour. We are following the rules and regulations set forth by both the EU and national governments. If the use of face masks is recommended or required at the time of travel by the local government, we will follow those guidelines.
- Nordic Visitor only works with high-quality suppliers that follow local guidelines regarding health and safety. We make sure that they are implementing appropriate health and hygiene protocols to protect against Covid-19. This includes increased cleaning, providing hand sanitisers, social distancing, and wearing face masks where it's required.
- If tighter restrictions are put in place in the destination you are visiting, your consultant will make adjustments to your itinerary, where necessary. They may need to amend the route or make some other changes. You would not be charged any additional fees if rearrangements had to be made.
- Should you become unwell at any point on your trip, contact us on our 24/7 helpline. Our travel team will be there to support you throughout your tour and will react quickly to the situation. They'll advise you on next steps, such as where to go to seek medical attention. They'll also rearrange details of your tour where necessary and do everything to ensure you are well looked after.
- If you need to end your trip early after your arrival, you will receive a travel credit for any unused services.
- Should you no longer be able to continue your tour due to a fellow traveller contracting Covid-19, you'll receive a travel credit for any unused services. However, you must have cancellation insurance with us in order to be eligible for this.



# WHAT YOU CAN EXPECT FROM OUR SUPPLIERS

Our travel teams have always selected suppliers who meet our high service standards. Now we have reviewed all our partners' protocols to ensure they are adhering to appropriate national and international safety guidelines, such as increased cleaning and social distancing policies.

## Accommodation

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- Any hotels you visit as part of your tour are certified to have high cleanliness levels.
- On top of this, they now carry out more frequent and rigorous cleaning protocols according to local health and hygiene measures. This includes sanitising surfaces, frequent hand-washing, and ensuring a deep clean between room changeovers.
- Our accommodation providers disinfect all major touch points regularly and provide hand sanitiser for guests' use.
- Regular cleaning takes place throughout the accommodation, including in common areas and back offices.
- Bed linens and towels are washed at higher temperatures using disinfecting detergents.
- Social distancing and wearing face masks may be required in some destinations, depending on local regulations.
- Upon request staff will not enter your room for cleaning.
- If you join a small group tour as a solo traveller, you'll be booked into single rooms every night of your trip.
- Staff will wear Personal Protective Equipment (PPE) where required.
- We urge visitors to wash their hands after leaving or entering their rooms and to use hand sanitiser whenever possible.
- Any member of staff who is showing symptoms will stay at home and follow local health regulations.

## Transport

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- Any vehicle that you travel in on your Nordic Visitor tour will be thoroughly cleaned.
- If you opt for a self-drive tour, your vehicle will be meticulously cleaned before you collect it. This is in line with the Clean Pledge policy that our rental car partners in Iceland, Enterprise, are committed to. In Scandinavia, Scotland and Ireland, our rental car suppliers follow a similar hygiene policy.
- On a private or multi-day tour, your driver-guide will sanitise the vehicle before and after you travel in it.
- For small group tours, your bus will be disinfected every day. You'll have a designated seat and may be asked to wear a face mask, depending on the destination you are visiting.
- You may be required to wear face masks on public transport, depending on local regulations.
- We urge passengers to wash their hands before boarding vehicles and to use hand sanitiser whenever possible. Hand sanitiser will be provided on vehicles used for small group tours.
- It's good to know that our small group tours have an average of 12 passengers, and a maximum of 16. This means you get plenty of space to yourself and can enjoy a closer connection to the places you visit and the people you meet on your journey.
- Drivers/staff will wear PPE where required.
- Only drivers/staff should use common touch points such as door handles, wherever possible.
- Any member of staff who is showing symptoms will stay at home and follow local health regulations.

## Guides

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- Our on-the-ground guides are local, well trained and prepared for anything. They are there to keep you safe and help you have an unforgettable trip.
- Tour guides have had extra training for new safety protocols and know exactly what to do in all possible scenarios.
- Guides will wear PPE where required and carry hand sanitiser whenever possible.
- Guides will be up to date with all local health and safety measures and will be able to provide guidance on these.
- Guides will apply social distancing within their tour group should local regulations require it.
- Guides will support visitors should they feel unwell during the tour.
- Any guide who is showing symptoms will stay at home and follow local health regulations.

## Meals

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- Any restaurants or hotels where meals are provided as part of your tour are certified to have high cleanliness and food safety levels.
- On top of this, they now carry out more frequent and rigorous cleaning protocols across their facilities according to local health and hygiene measures. This includes sanitising surfaces, frequent hand-washing, and ensuring a deep clean at least once daily.
- Extra care is taken in terms of food preparation and delivery.
- Any table linens and napkins are washed at higher temperatures using disinfecting detergents.
- We urge visitors to wash their hands regularly, before and after meals, and use hand sanitiser whenever possible.
- Dining outlets comply with local regulations for physical distancing and PPE.
- Self-serving buffets are minimised wherever possible, replaced by a la carte meals instead.
- Any member of staff who is showing symptoms will stay at home and follow local health regulations.

## Activities

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- To make sure you still have the best time on your trip, we certify that our experience providers are aligned with us when it comes to meticulous health and hygiene procedures. This includes physical distancing and regular sanitising of surfaces.
- Before you begin the activity, your guide may carry out a screening for symptoms of Covid-19. Anyone who feels unwell should not participate and may be asked to isolate from the group.
- Any member of staff who is showing symptoms will stay at home and follow local health regulations.
- Physical distancing should be implemented wherever possible, such as during activity briefings.
- Hand sanitiser will be provided and you are encouraged to wash your hands. You should clean your hands thoroughly before you start your activity, afterwards, and whenever possible during.
- All equipment will be disinfected between use and thoroughly cleaned every day. This includes items such as helmets, crampons, footwear, and anything else you touch during the activity.
- You may be asked to wear a face mask during the activity, if local regulations require it.



# OUR PREPARATIONS

The travel teams at Nordic Visitor have always taken measures to ensure that our customers travel safely with us. On top of this, they have now also had extensive training on new health and safety protocols for Covid-19.

## **24/7 support**

We are there for you around the clock during your tour. If you urgently need to contact us, you can access our 24/7 line at any time of day. Our support teams will react quickly and help you. In a serious situation, you should contact the emergency services – the numbers for each destination are provided at the end of this document.

Our regional teams – based in Reykjavík, Edinburgh and Stockholm – are always there to keep you safe.

## **You are in good hands**

Nordic Visitor has been helping customers travel safely since our founding in 2002. We are used to dealing with unforeseen and sometimes disruptive situations, such as volcano eruptions and severe weather.

Should anything unexpected arise during your tour, don't worry. We will respond immediately to the situation. We'll take care of rearranging your itinerary wherever necessary at no additional cost to you.

## **Know you're travelling safely**

Nordic Visitor only resumes operations in destinations where it is safe to do so. We follow the advice of official boards and governments to ensure that our customers can travel safely. We will continue to monitor the situation as it evolves.

To find out where you can go on holiday, follow the guidance of local and international travel advisories. They have information on the rules and regulations around non-essential travel, including quarantine laws. We also recommend that you keep up to date with the official advice from WHO (the World Health Organization).

Nordic Visitor will inform you if you are required to take a PCR test upon arriving at your destination. You may also be required to follow national contact tracing programs in the country you are visiting.

If for any reason you must seek medical attention during your tour, Nordic Visitor will support you and advise you on where to go. It's worth noting that the Nordic countries have excellent healthcare systems in place.

# FINAL TIPS

## **Personal health insurance**

Nordic Visitor urges all customers to purchase comprehensive travel insurance prior to beginning their journey. Personal travel insurance is not available through Nordic Visitor.

Citizens of EEA countries must present their European Health Insurance Card (EHIC-card) and passport when seeking medical attention in Nordic countries. Without these documents EEA citizens seeking medical care will be charged in full for any services received. Citizens of other Nordic countries must only present their passport to benefit from subsidized local health services.

Non-EEA citizens will always be charged in full for any medical services received. Reimbursements for medical expenses can be sought from your own private insurance company, as per their rules and regulations.

## **General health and safety in our destinations**

The Nordic nations are peaceful countries with modern healthcare services and low levels of crime and pollution. Their healthcare systems are highly rated by international standards, ranking ahead of countries such as the USA, Australia and the UK.

## **Arriving at the airport**

International airports throughout the Nordic countries are moderately-sized and easy to navigate by international standards.

Please note that passengers arriving from countries outside of the Schengen area (e.g. North America & UK) will need to pass through an additional security check upon landing, before proceeding to passport control and the baggage claim area. This is a standard procedure in accordance with Schengen security regulations.

If your package includes a private transfer, you will be greeted in the arrivals hall after clearing customs and collecting your bags, by a driver holding a sign with your name. The driver will then take you to your accommodation.

# WE'RE HERE TO HELP

We hope that you have found this guide useful. Nordic Visitor is constantly working to provide our customers with up-to-date information on travelling during Covid-19. As the situation evolves, we will continue to adapt our policy to keep our customers safe. Your safety – and that of our employees – has been and will always be our biggest priority. We look forward to helping you travel again soon.

If there is anything you want to ask us, whether you're thinking about your trip or you've already got an existing booking, don't hesitate to get in touch.

## Contact us

You can reach your dedicated travel consultant by email. Alternatively, use the contact form or live chat function at [www.nordicvisitor.com/contact-us](http://www.nordicvisitor.com/contact-us) or give us a call during office hours (weekdays 9 AM to 5 PM GMT) at +354 578 20 80 or one of the toll-free numbers listed below:

### Australia

1-800-990-752

### Canada

1-800-490-1019

### Israel

1-809-494165

### New Zealand

0-800-715-005

### Singapore

0-800-852-3425

### UK

0-800-066-4730

### USA

1-800-490-1019

