

Covid 19 Protocols



All Tuatara Tours staff are Covid-19 double vaccinated and boosted.

We require everyone that travels with us on all of our tours to wear a face mask where required and be Covid-19 double vaccinated and also to comply with any other rules and regulations mandated by the New Zealand government

Cancellation due to Covid-19

Should your trip be impacted by a Covid-19 related travel restriction that is mandated by either the New Zealand government or any other government, we will either work with you to transfer your trip to a future date at no additional cost, or provide you with a full refund. The action undertaken in a COVID-19 situation will totally depend on the circumstances at the time.

If the country goes into lockdown during a tour the tour will be abandoned and all clients will be immediately taken back to the place where they joined the tour

SIGNS AND SYMPTOMS OF COVID-19

The symptoms of COVID-19 are similar to a cold or influenza. These include:

- A new or worsening cough
- Fever (at least 38°C)
- Shortness of breath
- A sore throat
- Sneezing and runny nose
- Temporary loss of smell and taste.

Some people may present with less typical symptoms such as only: fever, diarrhea, headache, muscle pain, nausea/vomiting, or confusion/irritability.

Symptoms can take up to 14 days to show after a person has been infected. The virus can be passed onto other before they know they have it – from up to two days before symptoms develop.

We encourage our staff to contact Healthline on 0800 358 5453 or their doctor immediately if they start displaying any of the above symptoms. Employees who are self-isolating must inform Tuatara Tours that they are doing so and advise them of the results of any COVID test taken as soon as possible.

HOW TO PROTECT AGAINST COVID-19

- Get vaccinated as soon as you can.
- Stay at home if you are sick.
- Wash & sanitise hands regularly and dry them thoroughly.
- Cough and sneeze into the elbow or a disposable tissue.
- Clean frequently touched surfaces.
- Wear a face mask.
- Keep a track of by using the Ministry of Health's (MoH's) COVID Tracer App.
- Practice social distancing wherever possible.
- Keep all workspaces well ventilated.

Tuatara Tours are taking the following steps to protect our clientele and staff from contracting or spreading COVID-19:

- Displaying the Ministry of Health's (MoH's) official QR code in the office and providing an alternative contact tracing system for staff and clientele.
- Sanitising all vehicles: All vehicles will be mist/fogged internally and in the boot with a mist/fogging gun, spraying a mist/fog of commercially recognised disinfectant/sanitiser (Zoono) thoroughly on all internal surfaces of the vehicle: (Zoono is regarded as a best practice product and is viable for 30 days from application. Irrespective of the time frame viability all vehicles will be mist/fogged prior to all tours.)
- Training of guides to a level where they can make a judgement as to the possibility of a Covid infection affecting themselves or their passengers.

The following are the 32 critical touch points of any commercial passenger transport vehicle and will be sanitised by mist/fogging

- o Entrance door handles
- o Controls (exterior)
- o All handrails/grabrails in the entrance
- o The entire interior surface of the entrance door
- o The entire interior surface of stairwell including driver compartment hatch
- o The steering wheel
- o Driver controls in the cockpit area
- o Driver seatbelt buckle/latch
- o Driver headrest
- o Microphones and AV outlets in TD seat
- o Upper handrails
- o Parcel racks and parcel rack handles
- o Seat armrests
- o Headrests

- o Recliner levers
 - o Seat bottoms
 - o All seat fabric
 - o All seat belt buckles/latches
 - o Overhead Seat Light Switches and Directional Air Vents
 - o The Exterior luggage door handles engine bay access,
 - o Engine/Mechanical access doors and handles
 - o Window ledges
 - o Emergency window - exit levers
 - o The entire floor of the motor coach including steps
 - o All interior glass windows
 - o First Aid Kit
 - o Fire Extinguishers
- Supplying employees and clientele with hand sanitiser in the office and on all vehicles. Clientele also receive a small bottle of hand sanitiser so they can carry it with them throughout the tour.
 - Supplying employees and clientele with face masks and making more available on all vehicles.
 - Ensuring office employees are set up to work from home if required to during government-initiated lockdowns, or during any periods of self-isolation.
 - Advising employees and clientele to stay at home if they are experiencing any cold or flu-like symptoms and encouraging them to get a COVID test if they do have such symptoms.
 - Encouraging social distancing where possible.
 - Ensuring all employees know where to access official information relating to New Zealand's current COVID-19 situation. Thus, being the Ministry of website: <https://www.health.govt.nz/our-work/diseases-and-conditions/covid-19-novel-coronavirus>

MANAGING A POSITIVE COVID TEST FOR EMPLOYEES

Should any employee return a positive COVID test, they must immediately inform Tuatara Tours management and will subsequently be required to follow the Ministry of Health procedures for managing a positive test.

- Upon the notification of a positive test from an employee - Tuatara Tours will implement the following COVID-19 Management plan:
- All employees will be notified of the positive test result.
- All employees who have had primary or secondary contact with the affected party will be instructed to immediately contact Healthline on 0800 358 5453, regardless of no signs or symptoms are being exhibited.
- Employees can only return to the work premises after receiving a negative test result and have been given the approval from their employer to do so. A copy of negative test confirmation must be supplied to the employer prior to the worker's return to work.

MANAGING A POSSIBLE COVID OUTBREAK ON A TOUR

A pre tour briefing is given to all clients by the guide prior to all tours starting.

Briefing includes:

- Pre tour vehicle cleaning
- Pointing out where the sanitiser is on the vehicle
- How often they should use the sanitiser
- Point out that everyone should carry, at all times the small bottle of sanitiser we supply them with
- Point out where the masks are and a mask is given to every client in their tour kitbag and that more are available in each vehicle
- When clients should wear a mask
- When clients need to inform the guide if they are feeling unwell
- If a case of Covid is suspected the guide will immediately contact head office for confirmation of direction.
- Direction will be given to the guide as to what they need to do based on information received from the Ministry of Health.

The following will take place

- The affected client will be given a Covid - 19 test as soon as practically possible
- The affected client will be immediately isolated from the rest of the tour
- The affected client must remain isolated until the results of the test are available

If the test is positive

- Tuatara Tours will take action based on the advice of the Ministry of Health
- The tour may be cancelled

If the test is negative

- You may rejoin the tour