



Covid Safe Experiences

Journey Beyond, and you'll find where unforgettable lives.

Unique experiences, in seriously 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 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 both 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:

Fresh and 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.

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.

For some experiences, temperature screenings will be conducted.

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.

Ready to Roll | Training and 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.



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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.

In circumstances where physical distancing is not possible, our teams will ensure the highest levels of cleaning, hygiene and personal protection options so that guests can still travel with confidence.

Where dining is offered as part of our experience, stricter than usual hygiene measures will be in place. Buffets and shared platter offerings have been removed and all meals will be individually plated or individual meal or snack packs offered. 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 with the **JourneySafe** protocols.

All activities and experiences will be amended to ensure appropriate space, cleanliness and hygiene whilst ensuring guests will still have a unique Journey Beyond experience.

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.

To maximise guest comfort, we will offer in-room dining wherever possible so that should guests choose to, they can eat in privacy and comfort away from other guests.

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.