

## RAW Marvels | COVID-19 Policy

Our primary concern is the health and wellbeing of our guests that we host, our staff, and the businesses that we frequent whilst on tour.

We ask that any guests that have cold or influenza symptoms, or any other signs and symptoms of ill health, please make this known to us on any day that these symptoms become apparent.

Each circumstance is different, however we will help you to make arrangements to isolate from the group while these symptoms persist. Any additional costs requiring private travel/transfer and/or accommodation before, during and post-tour due to ill health, will need to be covered by the guest experiencing these symptoms. Please ensure that you have a personal supply of RAT tests should you require testing during the tour.

RAW Marvels will adhere to all travel restrictions and government mandates in effect at the time of the tour for all locations visited during the tour.

### Mask Wearing

Whilst on tour you agree to adhere to any local, state or government mandates and requirements relating to mask wearing.

Please ensure that you have a personal supply of masks within your luggage and day bag as requirements may change whilst on tour.

As some of the regions and areas we travel to are remote, please don't assume that you will have access to purchase masks or personal medications as and when they are required.

We encourage all guests to wear masks whenever they are in the tour vehicle or in busy public spaces.

### What do we do to help keep you safe

- All staff are vaccinated against COVID-19 in line with WA Government requirements.
- We undertake a daily clean of all contact points of the tour vehicle.
- Hand sanitiser is available as you board the tour vehicle.
- We ask that guests adhere to the same seating arrangement on the tour where practicable.

### Travel Insurance

A current travel insurance policy is a requirement for all participants on a RAW Marvels photo tour. Please consider an insurance policy that may cover you for unforeseen cancellation costs that may arise due to ill-health. We recommend taking out appropriate travel insurance at the time of making a booking with us.

We also strongly recommend that our guests take out photography equipment insurance to cover their camera equipment from theft or accidental damage whilst on tour. RAW Marvels will not be held responsible or liable, for the loss of personal equipment that may arise due to theft or damage for the duration of the tour. This may include theft from the tour vehicle, third party accommodation or other property/vessel that we may visit during the tour.

## **Cancellations due to COVID-19**

In-line with the *Force Majeure* conditions detailed in our Booking Terms & Condition document, RAW Marvels will not be held responsible for costs associated with cancellations to venues, location restrictions, evacuations, personal transport, medical costs or temporary accommodation requirements, as a result of contracting COVID-19, COVID-19 mandates, other pandemic or unforeseen circumstance such as a natural disaster, terrorist attack or war.

## **Refunds due to COVID-19**

If a tour has to be cancelled due to circumstances outside of our control, we will hold a credit for the unperformed portion of the tour with the exception of any unrecoverable costs or cancellation fees imposed by third parties with whom we have made a booking.

*Please read this policy in conjunction with our Booking Terms & Conditions.*

## **Third Party COVID-19 Policies**

We may undertake the services of third party tour and activity providers, transport operators, government managed property such as but not limited to National Parks and accommodation venues.

By agreeing to the RAW Marvels COVID-19 Policy and Booking Terms & Conditions, you also expressly agree to accept the individual policies and entry requirements that each third party provider may have in place at any given time during the tour.

These requirements, in particular to mask wearing, may also be at a level higher than those imposed by the government at the venue's/businesses' discretion.

## **Government Regulations**

By undertaking a tour with us you agree to adhere to all government regulations relating to COVID-19 which may include, but not limited to the following:

- Vaccination requirements to grant entry or participation to specific venues or locations;
- Social Distancing measures;
- Registering or checking in to certain venues manually or via the relevant mobile app-based method;
- Face mask mandates.

## Questions

If you have any questions relating to the conditions within this document or any other policy, please contact us directly at [tours@rawmarvels.com](mailto:tours@rawmarvels.com) or by calling +61400723359.

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