



Your Safety First: Rovia™ Coronavirus Response Policy

August 26, 2020

As the novel coronavirus pandemic continues, the health and safety of our DreamTrips™ family remain Rovia's top priority. To this end, we have implemented a global travel policy — Rovia Coronavirus Response Policy — that deals with ongoing travel concerns in the age of COVID-19.

Our comprehensive approach for DreamTrips Members is based on the guidance of several agencies and specialists, including the Centers for Disease Control and Prevention, World Health Organization and other government authorities and public health providers around the world, along with local Rovia travel experts.

ROVIA CORONAVIRUS RESPONSE POLICY

Worldwide support network

When you travel with Rovia, you are backed by our [Customer Care Team](#) and DreamTrips Staff in office and on the ground for all hosted DreamTrips. Our network of industry experts works with local hotel and service providers to stay up to date on regional governmental guidelines.

Adherence to protocol

You can be assured that Rovia uses suppliers for hotels, transportation, meals and activities that take the coronavirus crisis seriously. We continuously communicate with them to review the latest safety protocols and standards. We strive to confirm that:

- Hotels follow enhanced hygiene and social distancing measures.
- Public and private transportation providers use extra sanitation in their vehicles by thoroughly disinfecting before any group boards and continuing to clean high-frequency touchpoints.
- Meal venues engage in frequent cleaning and disinfecting of common areas and spaces used by customers. As well, their staff is trained in local health, hygiene and physical-contact guidelines.
- Providers of activities offer the safest experience possible by avoiding crowded locations and peak times and by staggering activity times. Itineraries may be adjusted to follow local guidelines.

Fully trained hosts

Rovia's hosts are knowledgeable about precautions and rules for each destination on your DreamTrip. You can ask them about social distancing, hygiene guidelines, use of face masks and more. Your host will also give you details on coronavirus protocols and will update you on any changes in advance of your trip as well as upon arrival and during your DreamTrip.

Changes while on a DreamTrip

Please note: *Due to COVID-19 concerns, Rovia reserves the right, at its sole discretion, to make the decision to end a DreamTrip early and/or to change the itinerary without refund, even if a destination does not have a stay-at-home order. Rovia will attempt to assist members with changes in travel plans as soon as possible, at the member's expense. Your host will keep you up to date on any changes.*

With your well-being during travel on a DreamTrip as our main concern, Rovia may alter or adjust parts of a trip to accommodate health and safety recommendations in accordance with local or expert guidelines. Some changes may include:



- **Group size changes.** We have carefully chosen each DreamTrip's ideal size based on local occupancy recommendations. Our group size is capped at a maximum number of participants. Each trip has its own size, whether it is a tour of Paris or snorkeling adventure in the Caribbean.
- **Itinerary changes.** An itinerary is subject to change based on our monitoring of destinations and their potential risks.
- **Meal changes.** A dining experience may change venues or be canceled all together due to local guidelines and restrictions.

Illness while on a DreamTrip

Please note: *If you test positive for COVID-19, you will not be able to continue on the DreamTrip. Rovia reserves the right, at its sole discretion, to make the decision to end a DreamTrip early and/or to change the itinerary without refund due to COVID-19 concerns.*

If a positive-tested member is identified, we will inform other members and travel partners as soon as possible and will follow local protocols to best protect your health and safety. The subsequent response will vary based on specific conditions of the situation and policies set in place by local authorities and/or travel partners. Your host will keep you up to date until a resolution is made, and [Customer Care Team](#) can assist in arrangements should any member be required — or desire — to return home due to a positive COVID-19 test, at the member's expense. Our worldwide support network, with best efforts from our dedicated Customer Care Team, anticipates and addresses DreamTrip challenges in a flexible, iterative way.

KNOW BEFORE YOU GO: HOW TO PREPARE FOR YOUR DREAMTRIP

Health and safety recommendations

Please note: *If you are experiencing COVID-19 symptoms or any infectious disease or test positive for COVID-19, do not travel.*

If you feel sick or develop symptoms of COVID-19 during a DreamTrip, you are encouraged to get a test for COVID-19 or any other infectious disease. Your host may advise you to seek medical attention or advice from local medical professionals. Should hotels, excursion operators or transportation vendors require questionnaires or temperature checks — whether or not you are feeling sick— we will make our best effort to inform you ahead of travel.

In addition to recommendations from your medical professional, Rovia offers the following guidelines for limiting the spread of COVID-19 before, during and after your DreamTrip:

- Closely monitor your health up until the time of your DreamTrip departure for travel.
- Wash your hands often with soap and water for at least 20 seconds or with hand sanitizer, especially after touching frequently used surfaces.
- Avoid touching your eyes, nose and mouth.
- Wear a face covering over your mouth and nose. This may be a requirement at some destinations.
- Avoid close contact by staying at least 6 feet (2 meters) apart.
- Use anti-bacterial wipes to clean any personal surfaces such as your phone, etc.

Throughout your DreamTrip, your host will provide a reminder of these guidelines.



We also recommend:

- For peace of mind, considering an optional travel insurance plan through [Travel Guard](#). Offering assistance with common travel problems like flight delays or lost luggage, Travel Guard can help you start your next adventure prepared for the unexpected.
- Packing in your carry-on bag face masks, gloves, hand sanitizer, anti-bacterial wipes and prescription medications.
- Designating an emergency contact person in case an urgent situation arises. You can give the name and phone number to your host.
- Checking the local governmental guidelines for any countries that you are traveling between, traveling to and from, and/or any along the way to your destination. We advise you check frequently and well in advance your departure date as well as on the day of departure.

At your departure airport

Please note: *The airport may conduct enhanced screening to determine if you show COVID-19 symptoms. If you show signs, you may be denied boarding or may undergo additional testing. If your travel was booked through Rovia, contact [Customer Care Team](#) for assistance.*

Be sure to arrive early at the airport in case the airport conducts additional health screening and enforces social distancing protocols.

Prior to your flight to your DreamTrip's starting destination, Rovia will keep you up to date on your travel destination's coronavirus protocols.