

Focus on Wellness - Travel with Peace of Mind

As we usher in a “new normal” across the globe, wellness is taking center stage for just about everyone on the planet. Aventura World’s commitment to safety and wellness has always been our top priority. Wellness is the state of good mental, physical and emotional health – Travel and adventure promotes wellness! With our travelers in mind, and a never-ceasing pulse on the industry, we are pleased to share our elevated focus on cleanliness, hygiene, and social distancing guidelines with the introduction of Aventura World’s “Travel with Peace of Mind” program – featuring new standards and plans to keep everyone safe in this next era of travel.

At this time when restrictions are easing and travelers are seeking to start feeding their wanderlust once again, we are proud to provide you with the reliability, confidence, convenience, flexibility, and ease to venture out on the travel experiences of your dreams. Looking forward with positivity, you can count on safety being #1 every step of the way when you travel with Aventura World!

Here are some advanced protocols and procedures we are launching with our partners to deliver the highest quality and safety in travel for you.



TOUR HEALTH FORMS

For the ultimate health and safety of all, enhanced tour check-in procedures are being implemented by Aventura World. Prior to joining a tour, guests will complete a pre-screening that will include complete a passenger health certification form and a waiver of liability form before their tour (both forms per person). These forms, are completed, signed, and handed to your Tour Director at the arrival airport before boarding your motorcoach or at your arrival hotel (land only).



FACE MASKS OR FACE COVERINGS

Protective face masks covering the nose and mouth will be required during various tour experiences, including onboard your deluxe motorcoach and when traveling on airplanes. Travelers are encouraged to bring and wear their own washable face coverings for their utmost comfort.



AIRLINES AND FLIGHTS

Enhanced cleaning and disinfection protocols have been implemented by the entire airline industry. While guideline vary by airline, one key adjustment you can expect includes the facemask wearing requirement for airport staff, flight attendants, and travelers. It is important to check with your airline and with your chosen travel destination as some additionally require a Covid-19 screening certificate in order to board a flight or be received in a country. We recommend that you visit your airline’s website for complete details.



MOTORCOACHES

With social distancing top of mind, we are applying best practices by keeping motorcoaches at a significantly reduced occupancy. Further, motorcoaches are boarded from back to front and then disembarked from front to back to keep the most orderly of processes and limit contact.



REDUCED GROUP SIZE

As you explore on excursions, Aventura World has created new protocols to keep physical distancing practices across the board. Group sizes have been reduced to maintain best social distancing guidelines. Plus, our wireless headphone personal audio system, allows you to hear all the details about the places you visit, even when standing 60 feet away from you guide while keeping a safe distance between travelers. The wireless headphone audio system will be given to you at the start of the tour and you will return it at the end of the tour.



YOUR TOUR DIRECTORS

Our Tour Directors are consistently receiving training in elevated sanitation procedures from local, state and national governments. Aventura World is reviewing and updating on an ongoing basis. These frontline team members are experienced and professionally trained to handle a variety of unexpected situations on tour, including illnesses and emergencies.



SUPPORT ON TOUR

Beyond your professional, English-speaking Tour Director and Driver, our operations team is on hand 24/7 working seamlessly together behind the scenes, personally fulfilling your needs throughout each trip. This telephone number is found in your final documentation. Plus, when you opt for our Travel Protection Plan, you always have access to assistance just a phone call away as well as an expansive array of benefits, including: emergency assistance, baggage loss and baggage delay, trip cancellation, trip interruption, medical expenses, and much more.



ACCOMMODATIONS

Hotel brands and management companies are letting everyone know how they are working to disinfect properties and keep guests safe through enhanced procedures and protocols. Industry-wide, hotels and resorts have introduced guidelines as well as health and safety protocols designed to keep guests and employees safe. Generally, hotel rooms, restaurants, and fitness centers are being sanitized on an increased schedule with rooms disinfected thoroughly between guests. High-traffic areas like lobbies and elevators are being cleaned on a more frequent basis. Plus, many properties require the wearing of face coverings in common areas of the hotel.



TOUR EXPERIENCES AND EXCURSIONS

Aventura World is known for providing excellent client service, destination expertise, and meticulously planned tour and travel packages. As part of Aventura World's international awareness program, we provide travelers with a unique "insiders" perspective and provides enriching moments that bring each destination to life. The benefit to you of our unparalleled insight into the destinations we serve, and of our time-honored travel partners here in North America and around the world, is that we are uniquely positioned to ensure that appropriate social distancing protocols are adhered to during meals, excursions, activities, and sightseeing. Based on the venue, guests may be segmented into smaller sub-groups when necessary.



SELF-SCREENING

Aventura World remains steadfast in staying up to date with all public health and local government rules and regulations. We will continue to review and update all protocols ongoing and are committed to doing all we can to ensure that you can



travel and experience the world safely! However, we ask all travelers to monitor their health throughout their tour, with protocols in place in the event someone becomes ill. As well, traveling guests are encouraged to follow CDC recommendations including precautions for prevention like using face coverings, washing hands frequently with soap and water, and avoiding touching eyes, nose, and mouth. The use of hand sanitizer is encouraged whenever soap and water may not be available.

This information is subject to change. Local, state and national governments, health authorities, and Aventura World partners may adjust guidelines and requirements based on local protocols.