

Marrakech, September 2020



AME D'AVENTURE Safety Protocol for trips after COVID-19

AME D'AVENTURE is ready to welcome guests in Morocco respecting the new normal for trips under strict Safety protocols

Arrival and welcome to Morocco

We at AME D'AVENTURE are preparing ourselves and setting up preventative measures that will ensure the safety of our guests.

The safety and health of our guests is important to us and the various measures we are taking to ensure this, should address all the concerns that the guests may have when travelling to Morocco.

We realize that the impact of Covid-19 will continue into 2021 and possibly beyond. We have therefore prepared ourselves for travel during Covid-19 times.

Arrival to Morocco

Guests arriving in Morocco will be screened by the airport staff.

Our guide and/or driver will welcome the guests in the arrival hall - respecting distance - without handshakes but with a big welcoming smile.

We will provide hand sanitizer and at a safe distance we will brief our guests on the safety measures we will take while they are being transported to their first accommodation. At all times our staff will wear face masks when briefing the guests.

Our staff will load your luggage in the vehicle, disinfecting every time their hands before and after handling your luggage.

Arrival at the first accommodation

The staff welcoming our guests will wear a face mask and keep a safe distance whilst doing the briefing and explaining all the finer details.

We will provide our guests with disposable refresher towels.

We shall provide guests with a complimentary pen to avoid any contact with previously held items.

General hygiene

We suggest that

- our guests and staff touch as few surfaces in common areas as possible

- our guests and staff use the hand sanitizers provided and wash their hands with water and soap as often as possible
- our guests and staff cough and sneeze into a clean tissue or their elbow and to avoid touching their face especially when in the vehicle or in common areas where various people pass through
- our guests bring along sufficient changes of clothing to avoid washing clothes along the way/having unnecessary contact with cleaning staff.

We shall provide sealable dustbin bags to dispose of tissues and cloths that have been used by staff and guests. These bags will be replaced in the vehicle daily.

Transfer and tour vehicles

Our transfer and tour vehicles will be disinfected with an approved Covid-19 sanitizer before the pick-up at the airport as well as on a daily basis whilst on tour.

Water bottles will be disinfected before being given to our guests during drives and transfers.

Our vehicles are equipped with a hand sanitizer of a suitable strength. Guides, drivers and guests may use the hand sanitizer as often as desired.

Our guides and drivers will wear face masks when driving with our guests and will wear their masks also when serving guests any drinks or snacks along the way.

Our vehicles are well ventilated, the air-conditioners are cleaned regularly and will filter air that comes in from outside of the vehicle only.

Accommodation establishments

When checking in at a hotel, guests may request a minimum amount of housekeeping if they prefer as little contact with hotel staff as possible.

We will endeavor to use, as often as possible, hotels and riads that adhere to recognized safety protocols.

All housekeeping staff will be requested to use face masks and gloves whilst cleaning. All room furniture and other surfaces including door handles, taps and light switches will be disinfected daily.

Bike and walking tours

Our rental bikes, helmets and other equipment will be sanitized before being handed over to our guests. We will repeat this whilst on tour or on guest request.

Masks will not need to be worn whilst biking and walking. However, if staff come into close proximity of guests, to assist with a problem or so, guests can request them to wear their masks.

Monitoring of our guides and other staff that have contact with guests

Our staff will have their temperatures checked on a daily basis and are requested to report if they feel unwell or show any Covid-19 symptoms.

Even though our guides usually eat with their guests, guests may request to eat independently of their guide or driver if they so wish.

Strict hygiene protocols will apply to our staff at all times.

Monitoring of guests

Guests will be requested to provide a travel history for the period leading up to their arrival in Morocco.

Guests will have their temperatures taken on a daily basis and will be requested to inform their guide if they feel a little unwell or feel that they might have any Covid-19 symptoms.

AME D'ADVENTURE has an evacuation plan in place where we can individually transport a possible Covid-19 infected guest to a suitable testing center or an isolation facility in Marrakech, any other city or in larger towns.

Guests will be required to self-isolate at the accommodation if they show any Covid-19 symptoms while an assessment is being completed and/or transport is being arranged to a Covid-19 testing center or an isolation facility.

Guide and staff training

Our guides and transport staff have received Covid-19 hygiene and protocol training. They have a good understanding of the hygiene requirements whilst on tour with guests in general and especially during Covid-19 times.

Our staff is trained to keep a reasonable distance from their guests, avoid physical contact and to wear their masks when in close contact.

Our staff will be kept up to date with the latest Covid-19 information and will receive ongoing training if necessary or if new information on Covid-19 or any other issue is known/published.

Marrakech, 09.09.2020