

Commitment to Safe Travel

When the world was turned upside down, WestWorld Tours was there for you by ensuring all cancelled tours were refunded, in full directly back to you. We want you, our guests to experience the best and just as we were there for you in the beginning, WestWorld Tours will be there once again, to welcome you back aboard. Our priority at WestWorld Tours is to ensure your health and safety while exploring, experiencing and creating life-long memories. With your welfare being top of mind, WestWorld Tours has enriched our already robust health and safety protocols, giving you that much needed confidence to travel once again.

Pre-Travel



Pre-Travel Wellbeing Declaration

All guests, tour directors and drivers must complete a personal wellbeing declaration before joining their trip. An additional vocal wellness check will be done prior to departure and we will also recommend you register with the 'Canadians Abroad' service at travel.gc.ca/register.



Enhanced Quality Assurance with Trusted Partners

WestWorld Tours is working closely with hotels, venues, and suppliers to ensure that all travel partners meet local regulations and the established WTTC and WHO wellbeing protocols. Last minute adjustments may occur based on any changes of the destination's health and safety protocols.

While Onboard



Physical Distancing

While we will attempt to physically distance wherever possible from the general public, WestWorld Tours has also taken the initiative to remove many cross-contamination obstacles. These might include luggage handling, hotel check-ins and check-outs and the purchase of "skip-the-line" supplier tickets.



Personal Protective Equipment (PPE)

Guests will be required to bring their own face masks & other protective equipment they might deem necessary. However, in the case of an emergency, face masks will be distributed to you if needed. Hand sanitizer & disinfectant wipes will continue to be accessible and freely available.



Boosted Staff Support Measures

Your Tour Director has been trained in enhanced hygiene & distancing standards as laid out by the WTTC. They will monitor compliance and guest wellbeing. Your Driver has been trained to ensure your transportation & luggage is hygienically managed, so you can travel confidently.

Heading Home



A Safe Journey Home

As you prepare for your journey home, if you need any assistance or are not feeling well, please let your Tour Director know immediately. We can aid you in finding local medical assistance and consular information to get you the necessary help you need.



Post Travel Protocol

A follow-up wellness check will be sent out a few days after you've returned home. If you are experiencing symptoms related to COVID-19, please inform us immediately. This will allow us to do what is necessary in informing the other passengers who were on the tour.



Our Commitment to Your Safe Travel

When the world was turned upside down, WestWorld Tours was there for you by ensuring all cancelled tours were refunded, in full directly back to you. We want you, our guests to experience the best and just as we were there for you in the beginning, WestWorld Tours will be there once again, to welcome you back aboard. Our priority at WestWorld Tours is to ensure your health and safety while exploring, experiencing, and creating life-long memories. With your welfare being top of mind, WestWorld Tours has enriched our already robust health and safety protocols, giving you that much needed confidence to travel once again.

Pre-Travel Health Declaration

All guests will be required to complete a pre-screening personal wellbeing declaration prior to joining the tour. This can be found in your documents as well as on our website. This must be signed and dated prior the final payment of the tour. We will also administer a vocal wellness check during our “Tour Director Introduction Phone Calls” leading up to the departure. On the date of departure, all guests must provide:

1. An authentic, government issued, COVID-19 vaccination certificate (vaccination cards **will not** be accepted) with second dose given at least 15 days prior the departure date

At this time, we will also ask our guests to register themselves on the ‘Canadians Abroad’ service. This will not only make the Government aware of your travels, but it will also notify travellers in case of an emergency abroad or a personal emergency at home. To register, please click the link - travel.gc.ca/register.

Enhanced Quality Assurance with Trusted Partners

You can be confident in knowing that we are working very closely with our long-trusted partners (hoteliers, attractions, venues) to ensure they meet all local regulations and the established WTTC (World Travel & Tourism Council) and WHO (World Health Organization) global wellbeing protocols. Please note unexpected adjustments may occur based on last minute changes to the destination’s health & safety requirements and protocols.

To learn more about the World Travel & Tourism Council global wellbeing protocols, please click [HERE](#).

To learn more about the World Health Organization global wellbeing protocols, please click [HERE](#).

Physical Distancing

While we understand physical distancing plays an important role in reducing the risk of spreading, we also recognize that it can be virtually impossible to properly physically distance yourself from your travel companions in certain situations. With that in mind, WestWorld Tours has taken the initiative to remove many cross-contamination obstacles. These may include, but are not limited to, such things as luggage handling, seat rotation, hotel check-ins and check-outs, removing the point of contact for getting on or off the bus, as well as the purchase of “skip-the-line” supplier tickets wherever possible. Throughout the tour, wherever possible, we will attempt to physically distance from the general public and whenever required by our suppliers. For moments when touch is necessary, Tour Directors and motor coaches are prepared with the appropriate sanitization equipment (hand sanitizers, disinfectant wipes).

Personal Protective Equipment (PPE)

Face coverings are mandatory on the motorcoach and we highly recommend masking while at indoor public spaces if you cannot maintain a social distance of six feet. Guests will be required to bring their own personal protective equipment (face masks, gloves, wipes, etc.) To ensure the safety of everyone onboard, we advise that the PAX bring multiple KN95 masks, or better, and/or multiple disposable face masks. In the case of an emergency, face masks will be available. Hand sanitizer and disinfectant wipes will continue to be accessible and freely available to you. It is compulsory to wear your PPE when requested by the Tour Director, Driver, or the local guide.

Motor Coach - Boosted Hygiene Measures

All surfaces on the motor coach will be cleaned and disinfected with a fog disinfectant daily. There will be special focus on disinfecting high touch points such as entrance area handrails, overhead parcel racks, door latches, window release bars, passenger seat headrests, armrests, seat belts & seat accessories, all surfaces in the restroom and all surfaces within the driver's area. Our Tour Directors will confirm with the driver that this has been done prior to guests boarding. This will be done daily. The onboard air quality will be optimized by doing a complete cabin air exchange with fresh, outside air approximately every ten minutes. The HVAC system will filter the circulated air with MERV 5 or higher, which will remove any respiratory droplets. Seat rotation on the motor coach will also be limited to once per day. Our drivers have been trained in best practices, including those related to baggage handling. Hand sanitizer and disinfectant wipes will be freely available onboard the motor coach.

Tour Director's – Boosted Hygiene Measures

Supported by our Coordinators behind the scenes, your Tour Director will ensure our enhanced health and safety protocols are being adhered to. They will be kept up to date with local health guidelines, rules & regulations and any government issued mandates related to COVID-19. Ultimately, the Tour Directors are there to ensure the safety of all guests, if you are feeling unwell or have a high temperature, please let the Tour Director know immediately. With extensive local knowledge, they will be able to assist you in finding the nearest local medical facilities and Consular information if needed.

A Shared, Personal Responsibility

These enhanced measures have been introduced for everyone – the guests, staff & suppliers. There will be an inherent risk of exposure to COVID-19 in any public area where people are present. COVID-19 is an extremely contagious disease that can lead to severe illness and death. According to the World Health Organization and government health bodies, senior citizens and people with underlying medical conditions are especially vulnerable.

We ask that you please take an increased personal responsibility for your well-being. This begins with packing any personal protective equipment and sanitizers you require. Please adopt physical distancing and hygiene practices throughout your pre-travel arrangements for the 15 days leading up to your departure and follow all health instruction whether physical signage, or requests from our professional staff once you are touring with us.

In choosing to travel with WestWorld Tours, you voluntarily assume all risks and costs related to exposure to COVID-19.