



2021 Travel Tips & Important Travel Information

Please, **Read the Following & See Your Enclosed Bus Itinerary for Times, Check-In Location & Roommates Names**

- ✓ You **must** check-in a **minimum** of 30-minutes before your designated **departure time on your itinerary**.
- ✓ You **must** have a valid Photo ID, in order to check-in with GradWeek Staff and board the bus (**If you still have a balance due on your account, you will be DENIED boarding and hotel check in*).
- ✓ You must **board the bus number listed on your itinerary**. NO exceptions.
- ✓ **Baggage Allowance:** 1 suitcase to check-in and 1 very small carry-on, per traveler.
- ✓ **Make sure that you have emailed in your signed copy of the MANDATORY GradWeek Release Waiver** (form previously emailed to you and included in this packet), to info@istours.com before your departure date or you will be denied check-in.

Bus Companies – Restrictions & Expectations - Everyone is on the GradWeek trip to have a great time, but please be respectful of those around you. Especially the people of the city that you are visiting and the resort condos that you are staying at. Every year several travelers never make it to their destination or leave early due to their behavior prior to or during their trip. **Misbehaving at the bus pick-up location could lead to being denied boarding**. Rude or poor behavior during the bus trip will also not be tolerated and may necessitate removal from the program, your parents being notified, and being responsible for your return home. **No eating of sunflower seeds, gummy snacks or gum chewing on the bus. NO smoking of any kind including vapes, e-cigarettes or any other product. In addition, no coolers/ice chests are permitted on the bus. ONLY resealable twist top drinks are allowed.** Travelers must stay seated unless moving to/from the bathroom. Violating any of the bus rules will result in termination of the bus portion of your trip and it will be the travelers' responsibility to find their own transportation. *****For boarding and travel procedures requirements regarding Coronavirus, please refer to the COVID-19 insert.***

Spending Money - We recommend using debit cards and to also take a small amount of cash. It is always advisable to let your bank know in advance prior to travel that you will be traveling, when and where. You can walk to many locations but if you want to take Uber, Lyft, or a Taxi you will need to have cash on hand for that. Traveling in groups is the safest and most economical way to go. How much money you take is up to you, but typically travelers take \$200 to \$400 for souvenirs, Action Pac, transportation, tours, and meals.

Day of Departure - **Do not be late! You are 100% responsible for your own transportation to your bus pick-up location and must arrive at the location a minimum of 30-minutes prior to your scheduled departure time to check-in with GradWeek Staff.** We recommend checking the directions to your pick-up location online in advance, to ensure you arrive with plenty of time. **Hotel Only Packages** - DO NOT include bus transportation, so if you purchased a HOTEL ONLY PACKAGE you are responsible for [arranging your own ride](#) to and from the hotel in Panama City Beach.

At Your Hotel - Once you arrive at your destination, make sure to retrieve your luggage from the bus, and look for GradWeek Staff members wearing GradWeek shirts, and ID Badges. They will direct you to the hotel and inform you of what you need to do next. Once you are at your hotel, you will be given a full Welcome Orientation by a GradWeek Staff member. They will check you in, explain any events or activities that may be held during your stay, go over some basic guidelines and rules to make your trip awesome and worry-free. Enclosed in your Departure Packet will find an Action Pac flyer that lists the various activities and price options as well as the application form (required to be filled out to purchase). **Action Pacs are available for purchase on-site only at the Welcome Orientation by CASH ONLY.**

Calling Home - Parents want to know you have arrived ok. So, a quick call, text, d.m., or e-mail home to say you have arrived and to provide them with your room number is **highly recommended**. It is very expensive to make calls from your hotel room. If you do not want to take your cell phone, the next best thing is to buy a long-distance calling card that can be accessed by any public phone.

GradWeek Staff - While our Staff is available at your destination 24/7, the **Hotel Staff** can help you with daily requests, like more towels, more pillows, and any questions about the hotel and nearby shopping, etc. The **GradWeek Staff** are not chaperones. They are there to ensure the program is running smoothly, coordinate transfers for all the arrivals and departures, present the Welcome Orientation, provide a Destination Guide with an area map, 24-hour Staff contact information, rules, as well as information that will assist you with any serious emergencies or roommate situations. If you need assistance while at the hotel property, please be patient with both GradWeek and Hotel Staff, as rude behavior will not be tolerated.

In-room Security Box - Once you check in to your room, we strongly recommend you **use your in-room safety deposit box** to store your documents, cash, and other valuables including cell phones, cameras, etc. This will ensure that the items are **securely locked away when not being used**. Take a few minutes to check that everything in your room is in good shape and working order. Please **contact the**

GradWeek Staff or the Hotel's Front Desk personnel immediately if you see anything broken, damaged, or not working properly, to ensure you will not be held responsible for preexisting damaged items. If the hotel reports any room or property damage from your room, all travelers in the room will be responsible for paying for those damages regardless of who in the room was at fault. **Room doors should NOT be left open and unsecured.** Please be aware that the travel insurance **DOES NOT** cover you for loss of personal items such as Cell Phones, Tablets, etc. If **ANY incidences of theft occur on-site, it MUST be reported to the hotel first!** While GradWeek will help assist with any local authorities if theft or loss occurs, we are not responsible for the cost of any cell phone replacements or other personal items.

Ahhh...Paradise! This is your time to relax and have a good time. **This does not mean you can do anything you want.** All local laws are strictly enforced in and outside of the hotel, and they **will not tolerate** disorderly conduct (including underage smoking or drinking) or any property damage. **You will be required to pay for any damages and risk of being evicted from your hotel at your own expense, no exceptions!** GradWeek is not responsible for travelers that lose all or portion of their vacation due to their behavior issues or damages and will not be entitled to a refund. Be smart, behave appropriately, and stay safe by traveling in a group whenever leaving your hotel. **We highly recommend using the buddy system!** Please go out in groups, especially when going back to your hotel at night. Always remember that there is safety in numbers, and **it is best to always tell a friend if you are leaving the hotel or activity before everyone else.**

Policy on Alcohol - The legal drinking age in Florida is 21! GradWeek does not promote or condone the use of alcohol to its tour participants! All local and federal laws are strictly enforced, and you will be held responsible if caught violating those laws. Students caught drinking on the hotel premises will be evicted by the hotel immediately with **no refund** and your parents will be notified!

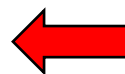
Returning Home - GradWeek Staff will post the time you need to be ready to board the bus for your return home in the lobby of the student hotel (Shores of Panama) the night before departure. Before leaving the hotel, your room must be picked up and cleared of all trash. All registered guests in that room must wait until GradWeek Staff or Hotel Staff have inspected the room for any damage. Should there be any hotel/room damage, you and your roommates will need to proceed to the hotel front desk to take care of the damage costs and pay for any other incidental charges not included in your package price. Before checking out of your room take a quick look around to make sure you have all your belongings. Once this is done you will be given the ok to check-in and board the bus for your return home. **IMPORTANT - Have your mask and gloves in hand** or you may be denied boarding. If instructed, you must wear them while traveling on the bus (travelers who do not comply with mask guidelines will be responsible for their actions). Make sure your luggage always gets loaded on your bus and always keep your valuables with you. **GradWeek is not responsible for any items left behind.** Double-check that you have all your belongings before deboarding the bus.

How to use the Emergency Medical Coverage - Even though over 95% of our travelers never encounter any sickness or injury, it still may occur. If sickness or injury occurs that requires medical attention, GradWeek or hotel staff can direct you to the medical facility at your destination. While the travel insurance plan through [Cultural Insurance Services International](#) (CISI) does assist U.S. destination travelers with trip interruption, however, it does not provide coverage for medical sickness, security evacuation, or personal property/financial instrument. Travelers will need use their primary medical provider if medical care is needed. **For policy questions or to receive assistance while traveling, you must call (800) 303-8120, or email claimhelp@mycisi.com and provide policy # GLM-N18221767.** The agent will guide you through the policy and if needed, how to file a claim up to the limits of the plan. **For COVID-19 related information, please refer to the COVID-19 insert.**

Money Wire Transfers - Should you run out of money at your destination, GradWeek provides a money wire transfer service for those students who may need additional funds on-site. This service is **only available Monday through Friday from 8:30 am-3:00 pm (PST)**. If you need this service, have **someone back home go to our website** at www.gradweek.com and print out the [Wire Transfer Authorization](#) form located under the ABOUT US, then click on [RESOURCES](#) on our website. Please print and fill out the form completely and **EMAIL** it to info@istours.com **BEFORE 3:00 PM** Pacific Standard Time, **Monday through Friday.**

The traveler receiving the money can pick up the cash **with a photo ID from our 24-hour GradWeek Staff at their hotel after 7:00 pm (Florida local time).** The wire limit is \$300 and there is a \$25 service charge **per** wire transfer.

Parents wishing to Contact their Son/Daughter - PLEASE READ HIGH IMPORTANCE INSERT!



Informational Documents - Please visit our website at www.gradweek.com under the **ABOUT US**, then click on [RESOURCES](#) to view all of our valuable travel information and forms we provide including "Preparing for Travel" letter, Travel Tips, Destination Guide, Action Pac, and Travel Protection Insurance. ***REMEMBER** – If you misplace your Itinerary, **you can always reprint a copy of your Trip Itinerary by logging into your online account at www.gradweek.com and click on TRIPS.**

<u>Hotel:</u>	<u>Phone Number and Web Site</u>
Shores of Panama	(888) 402-5155, press 3 www.shoresofpanama.com
Holiday Inn Resort	(850) 234-1111 or (850) 230-4080 https://www.ihg.com/holidayinnresorts/hotels/us/en/panama-city-beach/pfnbh/hoteldetail

FLORIDA COVID TRAVEL SAFETY INFORMATION

Latest Information Regarding COVID-19 –

Courtesy of visitflorida.com and pcbeach.org

Here's the latest information and guidance regarding COVID-19 from Florida Gov. Ron DeSantis, the state [Department of Health](#) and the [Centers for Disease Control and Prevention](#):

The [Centers for Disease Control and Prevention \(CDC\)](#) urges all Americans to exercise the following safety precautions in public:

- Maintain at least 6 feet of distance from other people.
- Do not gather in groups.
- Stay out of crowded places and avoid mass gatherings.
- Wear a cloth face covering when around others.

The [Florida Department of Health](#) encourages Floridians to follow the three C's:

- Avoid closed spaces with poor ventilation that could allow contagious droplets to linger in the air.
- Avoid crowded places with many people nearby; the greater the number of individuals in an area, the greater the chances of COVID-19 spreading from person-to-person.
- Avoid close-range conversations and stay at least six feet from others.

Face covering requirements in Florida vary by location/county. Click the link below for local safety information for [Bay County](#) (City, Panama City Beach). [Click here](#) for more information on Gov. DeSantis' reopening plan.

Vaccinations

For Covid-19 vaccination information, please visit [the Florida Department of Health](#) for the most up-to-date information and guidance.

Beaches

Beaches are **open** in [Bay County](#).

Restaurants

Restaurants and food establishments statewide may open at full capacity for on-premises consumption of food and beverages.

For numbers of known cases of COVID-19 in Florida, the [Florida Department of Health dashboard](#) has information plotted by county.

If you have questions about COVID-19 in Florida, go to the Department of Health [website](#), call 1 (866) 779-6121 or email COVID-19@flhealth.gov.

If you have Florida travel-related questions, please send them to ContactUs@visitflorida.org.

For details about the Florida Restaurant & Lodging Association's Seal of Commitment, a standard for hospitality safety and sanitation practices, check [here](#) and [here](#).

Click [Florida Now](#) for live Twitter, Instagram, and webcam feeds from all over the state.

In-Store Retail

Retail establishments statewide may operate at full capacity. For more information, click [here](#) and [here](#).

Movie Theaters, Auditoriums, Bowling Alleys, Etc.

Movie theaters statewide can operate at full indoor capacity. So can concert houses, auditoriums, playhouses, bowling alleys and arcades. For more information, click [here](#).



2021 Coronavirus (COVID-19) Travel Information

PLEASE READ THE FOLLOWING INFORMATION

We are excited that you are traveling with us! Our goal during this time is that you not only have a great travel experience, but you do it safely and responsibly in the fight against spreading COVID-19. Following the guidelines and good practices will help reduce your chances of either contracting COVID-19 or spreading COVID-19.

Flight Trips:

- The airline company may take each passenger's temperature prior to boarding to and from the destination.
- Passengers are required to wear protective masks for the entire time they are inside the aircraft.
- You also may be required by local law to wear a face covering in the airport where your trip begins, where it ends or where you connect.
- Please bring your own face covering to use while traveling. While limited quantities of face coverings may be available at the some of the gate, they will not be available for every customer on every flight.
- Be sure your face covering is on before you board the plane and wear it during your flight.
- Your face covering may be removed to eat or drink, but please put it back on when you are done. Keep in mind, a face covering can be a mask that covers your nose and mouth. Visit the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) website for more information.
- Airline staff/crew will be wearing protective masks for the entire duration of the flight.
- It is recommended that all passengers wear protective gloves for the entire time they are inside the aircraft.
- Aircrafts will be thoroughly cleaned with disinfectants inside and out between flights, including all touch surfaces and air vents.
- Airline staff/crew will maintain alcohol-based hand sanitizer in aircraft lavatories and passenger compartments.
- Airline staff/crew are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.
- TSA has reduced lanes or consolidated passenger screening checkpoint operations in numerous airports in response to the reduction in originating passenger volume. TSA may screen or quarantine passengers boarding or exiting planes: State, local, or territorial public health officials may want to screen or quarantine passengers. In most cases, this is likely to be acceptable if passengers are not being categorically refused access to air transportation (e.g., through unapproved blanket closures). Airlines may refuse transportation to a passenger because of a communicable disease if the passenger's condition poses a direct threat to the health or safety of others. Care must also be taken in coordinating with airport sponsors, airlines, TSA, airport law enforcement, and other entities on when, where, and how your government conducts this screening and quarantining, with a goal of minimizing burden and maximizing flexibility for operations. Effort also should be made to minimize undesirable queuing or the formation of large groups of passengers. Travelers are reminded to follow the Centers for Disease Control and Prevention ([CDC](https://www.cdc.gov)) travel and prevention guidance regarding COVID-19. This includes practicing good hygiene, such as washing your hands regularly. In addition to those CDC recommendations, travelers are encouraged to wash their hands directly before and after completing the security screening process. You may wear a facemask during the screening process, but a TSA officer may ask the traveler to adjust the face covering at any point during the screening process.
 - **For the most up-to-date TSA COVID-19 Resources/Information, please visit TSA's website:** <https://www.tsa.gov/coronavirus>
 - **For the most up-to-date Airline COVID-19 Resources/Information, please visit your airline's website:** [American Airlines](#) | [Delta Airlines](#) | [JetBlue Airlines](#) | [Southwest Airlines](#) | [United Airlines](#)
 - **For the most up-to-date COVID-19 Testing Requirements and Resources/Information, please visit the following website(s) for your destination:**
 - **Bahamas:** <https://travel.gov.bs/> and <https://www.bahamas.com/tourism-reopening>
 - **Hawaii:** <https://hawaii-covid19.com/travel/getting-to-hawaii/> and <https://www.gohawaii.com/travel-requirements>
 - **Cabo San Lucas:** <https://www.visitloscabos.travel/covid-19/covid-test/>
 - **Puerto Rico:** <https://www.discoverpuertorico.com/info/travel-guidelines>

On-site Bus Transfers:

- The bus company may take each passenger's temperature prior to boarding to and from the hotel.
- Passengers are required to wear protective masks for the entire time they are inside the bus.
- Bus Operators will be wearing protective masks for the entire duration of the trip.
- It is recommended that all passengers wear protective gloves for the entire time they are inside the bus.
- Buses will be thoroughly cleaned with disinfectants inside and out between charters, including all touch surfaces and air vents and filters.
- Buses will maintain alcohol-based hand sanitizer in the motorcoach for passengers.
- Buses will also maintain sanitizing wipes, disposable tissues, and disinfecting spray in every motorcoach.
- Bus Operators are trained to screen passengers for symptoms during travel and to follow a strict protocol for isolating and separating any person exhibiting symptoms, from other passengers.

General Practices During Your Trip:

- Wash your hands OFTEN, for at least 20 seconds!
- When soap and water are not available, use a hand sanitizer that contains at least 60% alcohol.
- Stay at least 6 feet away from others when possible! Space out those beach chairs!
- Wear your mask whenever you are in public!
- Cover coughs & sneezes - If you do not have a tissue, cough, or sneeze into your elbow & immediately wash your hands!
- Avoid touching eyes, nose, and mouth!
- If you have a fever, cough or difficulty breathing, seek medical attention, and/or you must inform a GradWeek Staff Member IMMEDIATELY!
- Regularly clean hard surfaces.
- Keep your room clean!
- Drink only from your OWN cup – DO NOT share drinks!
- Relax, be safe, and get ready for the best week of your life!

Hotels:

- Increasing frequency of cleaning using hospital-grade disinfectants on all high-touch surfaces and areas such as the lobby, guest rooms, common spaces, recreational areas, and public restrooms.
- Hotel staff trained on comprehensive COVID-19 protocols, detailing protection against the transmission of the virus and procedures in the case of a suspected or confirmed case.
- Hotel requires protective masks and other equipment to be worn by all hotel associates and may require all persons within the hotel's public spaces, including guests and associates.
- Placing hand sanitizer stations throughout our guest and employee areas and entrances.
- Implementing social distancing signage, guidance, and spacing of furniture in all their public areas.
- Implementing enhanced food safety and hygiene protocols for restaurant and bars and limiting seating in our gathering spaces.
- Sanitizing all guest room key cards prior to placing them back into circulation.
- Guests are responsible for requesting housing cleaning for their room throughout their stay. No hotel personnel will enter your room during your stay without your permission.
- Your room will be cleaned before your check-in.

Release & Waiver

- **Travelers will be required to sign a GradWeek Release Waiver and return it by email to the GradWeek office before their scheduled departure date!** This is obviously a unique situation in our world's history. However, if we all do our part, act responsibly, and follow the guidelines, we can help reduce the spread of COVID-19 and keep us all healthy and safe!

GradWeek

International Student Tours, Inc.



INTERNATIONAL STUDENT TOURS, INC.

COVID-19 WAIVER AND RELEASE

Summer Travel 2021

International Student Tours, Inc. (“IST”) understands that the COVID-19 outbreak has created widespread uncertainty and anxiety. The disruption that the COVID-19 outbreak has caused throughout the United States and globally includes significant impact to travel plans.

As destinations begin to re-open and accept visitors, the COVID-19 outbreak remains a fluid situation. It is important that you understand both the health and financial risks inherent in traveling at this time and we encourage everyone to stay informed. The following are online resources IST recommends you continue to monitor as you plan your travel:

- The U.S. Department of State: <https://travel.state.gov>
- The Centers for Disease Control and Prevention (CDC): <https://www.cdc.gov/coronavirus/2019-nCoV/index.html> and travel notices: <https://wwwnc.cdc.gov/travel/notices>
- U.S. Customs and Border Protection - <https://www.cbp.gov/border-security/ports-entry> for travel restrictions and health notices, as well as specific port-of-entry screening processes.
- The World Health Organization: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

By either electronically signing or physically signing and submitting this Waiver and Release to IST, you have chosen to continue to participate in the summer IST trip (“**Program**”) and you understand, agree, and accept the following:

- Participating in the Program involves the risk of contracting the COVID-19 virus which could result in serious illness or death.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you will be solely responsible for arranging and paying for all medical care.
- Hospital facilities, qualified medical care, and emergency medical evacuation may be limited or unavailable during the Program, may not be able to effectively provide for treatment of the COVID-19 virus and, where available, may be expensive.
- Should you contract the COVID-19 virus or exhibit COVID-19 symptoms while participating in the Program you may be required by the law to take measures to prevent the spread of the COVID-19 virus to others which may include, but are not limited to, the following: quarantining in place, quarantining at a location different than the Program accommodations, and/or prohibited from traveling in order to return home when scheduled (collectively, “**Quarantine Measures**”). You shall be solely responsible for arranging and paying for all Quarantine Measures.
- IST assumes no responsibility for providing or arranging for medical care, alternative travel arrangements or any Quarantine Measures resulting from or related directly or indirectly to you contracting the COVID-19 virus or exhibiting COVID-19 symptoms.
- Should you cancel your participation in the Program prior to your departure date for any reason including, without limitation, illness from COVID-19 virus, exhibiting COVID-19 symptoms, or changing conditions in the location of the Program, you shall be solely responsible for all costs and cancellation fees and the IST

cancellation policy set forth in Section 7 (CANCELLATION AND REFUND) of the IST Standard Terms and Conditions shall apply.

- Should the Program be cancelled or postponed, travel to and from the Program location be restricted or Program lodgings are cancelled due to the effects of the COVID-19 virus IST will take a commercially reasonable effort to obtain refunds for any pre-paid travel expenses (“**Travel Expenses**”). IST will return to you the participant’s portion of the Travel Expenses. However, any Travel Expenses not refunded to IST will not be repaid to you and IST shall have no obligation or responsibility to return any Travel Expenses to you except as specifically set forth above **RELEASE OF LIABILITY**. By either electronically signing or physically signing and submitting this Waiver and Release to International Student Tours, Inc, I hereby agree to release, waive, and hold harmless International Student Tours, Inc. and its shareholders, directors, officers, agents, and employees, for any and all liabilities, claims, damages or causes of action (collectively, “**Claims**”) arising out of or related to my participation in the Program including, without limitation, any effects from the COVID-19 virus. This release does not extend to Claims resulting directly and solely from International Student Tour, Inc.’s gross negligence, intentional misconduct or any other Claims that California law does not permit to be released by agreement. I further agree that this Release of Liability shall extend to all Claims that may exist, whether or not I know or suspect the existence of those Claims, and I expressly waive my rights under California Civil Code Section 1542, which provides as follows:

A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT [1] THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, [2] IF KNOWN BY HIM OR HER, [3] WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY.

This Release of Liability shall be governed by and construed in accordance with the laws of the State of California, without regard to its conflict of laws rules, and is intended to be broad and inclusive as is permitted by the laws of the State of California. If any portion of this Release of Liability is held invalid, it is further expressly agreed that the remaining provisions shall, notwithstanding, continue in full legal force and effect. This Release of Liability shall be binding on, and shall inure to the benefit of, any assigns and/or successors-in-interest to me International Student Tours, Inc., and its shareholders, members, officers, agents, and employees.

I HAVE READ THIS WAIVER AND RELEASE, FULLY UNDERSTAND IT, AND UNDERSTAND I AM GIVING UP SUBSTANTIAL LEGAL RIGHTS. BY SIGNING THIS WAIVER AND RELEASE, I ACKNOWLEDGE AND AGREE THAT I AM FULLY AWARE OF AND ASSUME THE RISKS (INCLUDING, BUT NOT LIMITED TO, THE RISKS SET FORTH ABOVE RELATED TO THE COVID-19 VIRUS) RELATED TO MY PARTICIPATION IN THE PROGRAM AND AGREE TO ALL THE TERMS AND CONDITIONS SET FORTH IN THIS WAIVER AND RELEASE. I AM AT LEAST 18 YEARS OLD. I AM AWARE THAT THIS IS A RELEASE OF LIABILITY AND SIGN IT OF MY OWN FREE WILL.

Printed Name of Participant: _____

Signature of Client: _____

Date: _____ Participant's Traveler ID Number: _____

PARENTS & TRAVELERS – PLEASE READ – HIGH IMPORTANCE!

If your son or daughter are having an issue while at the destination, please do not call the corporate office – there are GradWeek Staff Members and a GradWeek Manager at the hotel to handle any on-site problems/issues that may arise.

Parents wishing to Contact their Son/Daughter –

If a parent needs to contact their son/daughter, the hotel phone numbers are listed on your Travel Tips. The hotels do not always list everyone in the room, so please make sure you know your student's roommate first & last names (listed on your trip itinerary and traveler's online account) before you call so you can be connected to the correct room.

The corporate office cannot call the hotel on yours or anyone's behalf. However, the Customer Service agents are available to answer general questions Monday through Friday from 8:30AM to 5:00 PM PST at (800) 448-4444. During our GradWeek program, there is an after-hours EMERGENCY line **ONLY in case of a medical or family emergency!** Calls NOT deemed an emergency will be returned during normal business hours.



Hotard Coaches' Response to COVID-19

In response to the COVID-19 pandemic, and to ensure the highest possible standards of cleanliness and disinfection, Hotard Coaches has enacted the following protocols, guided by current recommendations from the Centers for Disease Control and Prevention (CDC), the American Public Transportation Association, the United Motorcoach Association, and the American Bus Association. Additionally, we have developed an enhanced Contagious Illness Response Plan (CIRP) that specifically addresses actions to be taken for our fleet, facilities, team members, and our passengers.

Interior Cleaning Equipment and Disinfection:

- Hotard Coaches has procured **electrostatic sprayers** that will allow us to disinfect ALL surface areas inside the vehicle. This is far more effective than wiping and non-electrostatic fogging, as it allows for the solutions to meet dwell times so they can work to their full capabilities. This process also reduces the likelihood of cross contamination that can result with spray and wipe techniques, which can simply move bacteria from one surface to another.
- In addition to the common disinfectants that we have always used to provide for passenger safety, we have now incorporated **Vital Oxide**, an EPA registered hospital disinfectant that is so safe, no personal protective equipment (PPE) is required during its application. As such, we can effectively sanitize a motorcoach and its seating areas, and within minutes allow for passenger embarkation. This process of electrostatic cleaning coupled with Vital Oxide will be completed in addition to our comprehensive nightly disinfecting.
- We have eliminated "dry sweeping" on all vehicles. Current data assumes a virus may survive up to 72 hours on surfaces, and dry sweeping could cause it to become airborne. As such, surfaces will only be cleaned utilizing wet methods.
- Drivers will spot clean the 10 critical touchpoints during charters once passengers exit the motorcoach.

Passenger and Team Member Protection:

- Drivers, mechanics, and cleaning crew members will wear facial coverings while inside vehicles. Mechanics and wash crew will also wear gloves and covered footwear while working inside passenger vehicles.
- We are actively screening our drivers at the beginning of each shift.
- We are requesting that clients limit their number of passengers per vehicle to provide for reasonable social distancing.
- We are requiring that the two seats immediately behind the driver remain open.
- We are installing hand sanitizer stations within all motorcoaches

Our transportation services will continue to operate safely as we follow these and other rapidly evolving precautions identified by the aforementioned agencies. The safety of our passengers and team members continues to be our highest priority, now and always. We thank you for your trust, patronage, and support as we continue to operate as the safest and most reliable carrier in the industry.