



Quality
Tourism
Accredited
Business

COVID
Vaxx
Practising
Business

GET LOST TRAVEL PTY LTD

SAFE TRAVEL

This Safe Travel Statement communicates our focus on rebuilding tourism in a safe, responsible and sustainable way. We cannot wait to welcome back and assure travellers we will keep them safe when using our services.

GLT

EFFECTIVE: 01 JANUARY 2023

This Safe Travel Statement is a working document that will reflect changing Government and Industry standards regarding health & safety and as such, will be adapted and changed as needed. You are responsible for reviewing the content of this document periodically and informing yourself of any changes.



ACKNOWLEDGEMENT

GLT wishes to acknowledge All Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands and waters on which we live, operate, and travel through. We pay our respects to their Elders past present and emerging and recognise their continuous connection and contribution to country, community and culture.

ABOUT THIS STATEMENT

Here at GLT, health and safety are our top priority, not only for our travellers, but for our crew, staff, and suppliers, so that we can all travel with confidence.

This Safe Travel Statement outlines the steps we have taken to ensure that enhanced procedures and safe business practices are in place as we gradually return to normal operations.

These safety guidelines are in alignment with recommendations from the World Health Organisation (WHO), Australian Government, Health and Safety Authorities, Tourism and Transport Industry Advisory Bodies and approved by the World Travel & Tourism Council's (WTTC) Safe Travel protocols for tour operators.

WHO IS THE GLT?

Any references to 'GLT', 'we', 'our' and 'us' equates to Get Lost Travel Pty Ltd, which applies to the following GLT brands and entities below:

Autopia Tours, Wildlife Tours Australia, Melbourne Boutique Tours, , Cafe Bus Winery Tours, Geelong & Bellarine Tours, Melbourne Bus Hire & Bus Charters, Sydney Bus Charters & Hire, Walking Country and Australian Bus Charters and Tailor Made Touring.

GLT

Get Lost Travel Group


autopia
SMALL GROUP ADVENTURES TOURS

Boutique
BY


Wildlife Tours
AUSTRALIA


AUSTRALIAN
Bus Charters

KEY MESSAGE

GLT is ready to welcome you back to travel with confidence. Safety is paramount at GLT and as such our team is working tirelessly to implement enhanced procedures in response to the COVID-19 pandemic so that you can travel with peace of mind.

In line with both Government and Industry standards, GLT will implement COVID-19 protocols to promote the risk reduction approach and ensure that your health and wellbeing is at the forefront of your experience with GLT.

The key features of GLT's COVID-19 protocols are:

- Clean & Fresh Hygiene
- Our Team Delivery
- Safe Experience
- Responsible Commingling
- Book with Confidence



With all the work in the research and training arena, we aim to ensure our COVID Safe protocols not only comply with but exceed any local authority recommendations and guidelines. Come with us to explore Australia's unique ancient landscape and enjoy all the benefits of our experience in a relaxed and laid-back style. Experience your 'best day ever' with Get Lost Travel in the knowledge that your health and wellbeing are our highest priority.

CLEAN & FRESH - HYGIENE

Hygiene plays a big part in our commitment to comfort and safety on your travels. As part of this, we have implemented precautions that are over and above our normal sanitation routines. This includes regular cleaning and sanitising of all high contact surfaces with an alcohol-based cleaner at designated intervals, (in accordance with guidelines from the Department of Health and Human Services).

We will also move to ensure the safest possible touring environment in the following ways:

- All vehicles are equipped with hand sanitiser stations
- Regular cleaning and sanitising of Air Conditioning filter/s in all vehicles.
- Increased cleaning and sanitising in all areas, with a particular emphasis on high touch points and hard surfaces
- Fresh air circulation to be provided where possible in our vehicles.
- Personal hygiene equipment is no longer required onboard our vehicles

OUR TEAM DELIVERY

Our COVID safe plan is a comprehensive roadmap enabling us to provide every guest with the highest level of safety and peace of mind. Our entire team from the back office to the frontline is extensively tutored and trained to be able to deliver the safest possible experience for every traveller. From hygiene and infection control protocols to Personal Protective Equipment, our staff is well equipped in all safety and preventative measures.

SAFE EXPERIENCES

Committed to safe travel measures the GLT group has introduced several protocols if any guests or staff member becomes unwell during travel so that we can respond quickly and discreetly to any such event, including safe return from remote locations.

Things to know before you travel:

- Pre-travel self assessments to be completed to ensure you are fit to travel, with any symptoms of cold-like flu illness prior to travel – we request that you do not travel
- We will enhance internal monitoring of the health and wellbeing of all road crew prior to departure
- We will comply with and/or exceed all government legislation and guidelines regarding staff and guest safety in the jurisdictions we operate in at all times.
- We will always move to ensure the appropriate vehicle size is allocated taking into account the number of guests in line with Government legislation and guidelines.

BOOK WITH CONFIDENCE

Traveller Contact Information

For us to confirm your travel arrangements, you must provide all requested details at the time of booking. Your full name, contact details, email address, dietary requirements (if applicable), nationality, or Australian postcode and any pre-existing medical conditions you have which may affect your ability to complete your travel arrangements. For more information about how we treat your personal information, please refer to our [Privacy Policy](#).

Flexible Bookings Conditions

The following special conditions apply to all new bookings post-pandemic, as we understand that plan travel plans can change and we want to provide our consumers with peace of mind when booking with us.

- **Reserve Your Seat** – You can pay 25% deposit at the time of booking to secure your seat on any (Short Break Holiday), final balance owing 45 days prior to departure. Not valid for (Day Trips).
- **Flexible Refunds** – You may cancel your tour at any time and receive a full refund for the amount paid, as long as it is requested outside of our normal terms and conditions.
- **Flexible Deposits** – You may defer your at any time outside of our normal terms and conditions and receive travel credits equal to 100% of the value of your original booking. You also have the flexibility to transfer your paid deposit to another available trip of your choice which is operated by us.
- **No Change Fees** – You may reschedule your booking for an alternative departure date at no cost if you make your request it at least 7 days prior to travel for (Day Trips) and 14 days prior to travel for (Short Break Holidays) to your scheduled departure date.
- **Guaranteed Departures** – Book with confidence, knowing your trip won't be cancelled – unless due to minimum passenger numbers not being met or Force Majeure situations.

COVID COMPANY VACCINATION POLICY

From 26 November 2021, the GLT workplace will be known as an Authorised Work Site for the purposes of dealing with the pandemic.



A licenced COVID Vaxx Practising Business, committed to the development and implementation of appropriate policies to ensure the safety of staff and customers. Click [here](#) to view our certificate.

Our business has a policy in place that requires all customer-facing staff to be COVID-19 fully vaccinated as a condition of employment (unless medically exempt). Employment contracts have been updated so that all new staff in customer-facing areas are required to be COVID-19 vaccinated. Copies of vaccination certificates of all employees are kept on site.

It is a condition of entry into the business premises that eligible patrons are COVID-19 vaccinated (unless medically exempt, or where an emergency situation requires it). All persons entering the premises will be required to scan the government-approved QR code or physically record their personal information on the sheet provided at the doorway.

Where external service providers are engaged, that come face to face with the businesses patrons, the COVID-19 vaccination requirements apply.

GLT agrees to comply with all public health orders regarding vaccinations and testing of staff and customers.

ACCEPTANCE OF RISK

Australia is home to a wide range of dangerous animals, extreme weather conditions, and varied terrain. Experiencing these dangers while camping, hiking, or passing time outside may increase your personal risk. Safety is our number one priority and our guides are highly trained to ensure passenger safety at all times. Get Lost Travel Pty Ltd, or any other brand trading under this ABN cannot accept responsibility for any loss, injury or accident caused by passengers onboard our tours.

TRAVEL INSURANCE

We recommend all guests have personal travel insurance and should be taken out at the time of booking prior to tour departure. Your travel insurance must provide cover against personal accident death, 24/7 medical expenses and emergency repatriation with a recommended minimum coverage of US\$200 000 for each of the categories of cover.

We also strongly recommend it covers cancellation curtailment, COVID-19 cover, personal liability and loss of luggage and personal effects. If you have travel insurance connected to your credit card or bank account please ensure you have details of the participating insurer, the insurance policy number and emergency contact number with you rather than the bank's name and credit card details.

CUSTOMER HEALTH RECOMMENDATIONS

We need the assistance of our staff and guests to ensure we can provide the safest possible environment for making the most of the experiences on offer. As part of this, we ask that our customers assist us and other guests in the following ways:

- If you are experiencing a fever, (a temperature of 37.5C or greater), or if you are feeling unwell or have any flu-like or COVID-19 symptoms. PLEASE DO NOT TRAVEL.
- If you happen to fall ill once a tour has departed, please wear a face covering, (face mask), if directed to do so. You may be asked to sit away from other guests until we can find alternative arrangements.
- When sneezing or coughing, cover with a tissue or your elbow and avoid touching the face, eyes, nose, or mouth. Dispose of tissues hygienically and wash/sanitise hands as soon as is practicable.
- Wash your hands in the following circumstances:
 - Prior to joining the tour
 - After eating
 - After coughing or sneezing
 - After using the restrooms
 - After touching other potentially contaminated surfaces

CUSTOMERS RESPONSIBLE TRAVEL

The customer shall comply with all Government (Federal, State and Territory) conditions of entry into Australia and/or at the time of travel for tour and transport services.

In the event that a traveler needs to cancel unexpectedly due to visa restrictions, a medical condition, family reasons, or changes to regulations imposed by the government, the operator shall apply discretion when applying cancellation policies in these circumstances. The operator reserves the right to withhold such a reasonable sum to cover administrative expenses and other losses, dependent on when notice of cancellation is given by the customer.

It was previously recommended by the Department of Health that commercial passenger vehicle drivers and passengers wear fitted face masks whilst in transit to minimise the spread of the virus. This is no longer mandatory, but rather at the driver's or traveler's own discretion. Some remote regions have limited access to RAT tests, so multi-day travelers are still advised to bring some along.

In the unlikely event that a traveller must leave a tour midway after it has commenced, or attempt to join a tour after departure, the operator is not required to reimburse any aspects of the tour that they did not participate in. As part of this, the traveler is responsible for any relocation expenses incurred from the point of departure to their nominated destination and is the traveller's responsibility and will not be reimbursed.

Note: Different cancellation conditions may apply if/when booked through third-party agents. Your travel consultant will advise if differences apply. Travelers are strongly advised to purchase personal cancellation insurance at the time of booking.



CANCELLATIONS TERMS OR FORCE MAJEURE

Cancellation by the Traveller

We understand that travel plans can sometimes change, if you cancel some or all portions of your booking the cancellation terms set out below will apply. A cancellation will only take effect when we receive written confirmation that you have sent to your relevant booking agent notifying them of your cancellation.

If you wish to change or cancel a trip:

Day Trips

- (a) 0 to 1 day / within 24-hrs from the experience start time or failure to board on tour:
 - will result in a 100% cancellation fee / full fare forfeiture of the ticket price and not eligible for a refund; or
- (b) 2 to 6 days prior to the departure:
 - will result in a 50% cancellation fee, to cover unrecoverable tour expenses; or
- (c) 7+ days prior to the departure:
 - we will refund the full balance paid by you in connection with your booking; or
 - flexible date changes – unlimited supply of free date changes available; or
 - alternatively, we can issue a credit voucher for the amount paid to travel on another day

Short Break / Extended Trips

- (a) 0 to 14 days before the departure date or failure to board on tour:
 - will result in a 100% cancellation fee / full fare forfeiture of the ticket price and not eligible for a refund; or
- (b) 14 to 29 days prior to the departure:
 - will result in a 50% cancellation fee, to cover unrecoverable tour expenses; or
- (c) 30+ days prior to the departure:
 - we will refund the full balance paid by you in connection with your booking; or
 - flexible date changes – unlimited supply of free date changes available; or
 - alternatively, we can issue a credit voucher for the amount paid to travel on another day

Any credit travel voucher resulting from a cancellation under (Cancellation by the Traveller) has an expiry date of 3 years and may be applied towards any other available trip offered by us. This credit is transferable on experiences, however not redeemable for cash.

Note different cancellation conditions may apply if/when booked through third party agents, your travel consultant will advise if differences apply. We strongly advise travellers take out personal cancellation insurance at the time of booking.



Cancellation by the Tour Operator

Our trips are guaranteed to depart once minimum group sizes have been met for the tour, unless it specifically states otherwise (refer to Product Fact Sheets) or in the event of a Force Majeure (refer below) resulting in the cancellation of a trip.

We may cancel a trip at any time up to 1 day (Day Trips) and 2 to 7 days (Short-Break / Extended Tours) before departure. Alternatively, we do have the right to cancel a trip at any time before departure if external events occur that deem it not viable for us to operate the planned itinerary.

Standard Cancellation

If we the tour operator cancel your trip, we can offer you a choice of:

- (a) a 100% reimbursement of monies paid for your trip
- (b) transfer amounts paid to an alternative departure date or tour operated by GLT; or
- (c) issued with a credit travel voucher for the amount paid for your trip, valid for 3-years

Force Majeure Cancellation

If a trip is cancelled due to a 'Force Majeure Event', we can offer you a choice of:

- (a) a 100% credit voucher of monies paid for your trip; or
- (b) a refund minus unrecoverable costs.

If the cancellation due to a 'Force Majeure Event' occurs after a trip has commenced, we can offer you a choice of a pro-rata:

- (a) 110% credit voucher for the days that remain on your trip; or
- (b) refund minus unrecoverable costs of the days that remain on your trip.

Any credit travel voucher resulting from a cancellation as mentioned in (Cancellation by the Traveller):

- 3-year expiry date and may be applied towards any other available trip offered by GLT;
- are not redeemable for cash;
- excludes flights or insurance as they will have their own third-party cancellation terms covered

In circumstances where the cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable costs. GLT cannot be held responsible for any incidental expenses that you may have incurred as a result of your booking including but not limited to visas, vaccinations, travel insurance excess or non-refundable flights.

A "Force Majeure Event" includes but is not limited to: acts of God; war; civil commotion; riot; blockade or embargo; fire; explosion; breakdown; union dispute; earthquake; epidemic, pandemic or other health emergency; flood; windstorm or other extreme weather event; lack or failure of courses of supply; passage of any law, order, proclamation, regulation, ordinance, demand, requisition or requirement or any other act of any government authority, beyond the reasonable control of the parties, whether or not foreseeable, which would make it dangerous or not viable for a trip to commence or continue.

COVID ACTION PLAN

At all times, guests with any symptoms of COVID-19 should not join the tour, these symptoms include:

- Fever, chills, or sweats
- Sore throat
- Cough
- Loss of sense of smell or taste
- Runny nose

In the event that one of our guests develops or presents with symptoms of COVID-19 during the course of a tour, we will action the following plan:

1. **ISOLATE** – If the guest has serious symptoms such as difficulty breathing, our staff will call 000 for urgent medical help. Otherwise, the guest will be isolated from others and provided with a disposable surgical mask.
2. **SEEK ADVICE** – Our staff will contact the Victorian State Government Coronavirus (COVID-19) Hotline to seek advice on how to proceed on 1800 675 398, (Open 24 hours, 7 days). Contact details of the guest and other passengers should be available.
3. **TRANSPORT** – We will arrange transportation of the guest to a location where they can isolate, or alternatively to a medical facility if necessary. We will make all efforts to minimise exposure to other guests. If it is best to use a taxi/rideshare service, we will provide a surgical mask and will encourage guests to avoid direct contact with the driver, including sitting in the back seat.
4. **CLEAN & DISINFECT** – Following the safe transfer of the guests. Our staff will clean and disinfect the areas where the person and close contacts have been using PPE, (Personal Protective Equipment).
5. **IDENTIFY & INFORM** – We will consider whom the person has had close contact with and if instructed by public health officials, we will advise close contacts they may have been exposed to and follow advice on quarantine requirements.
6. **REVIEW RISK MANAGEMENT CONTROLS** – We will review COVID-19 risk management controls and remain committed to constantly reviewing all legislation and guidelines from all of the relevant jurisdictions around Australia that we operate in and amending this document as required.

Once again, we look forward to making our unique experiences available to you and can't wait to see you.

We look forward to hosting your next adventure in Australia.

#gltsafe
#TravelSafeAustralia
#HolidayHereThisYear