



Coronavirus (COVID-19) Information and FAQs

In relation to Central West Tours

If you have up-coming tours booked with Central West Tours, or are planning to book a tour, you likely have some questions around the impact that Coronavirus (COVID-19) may have on your travel plans with us.

The health and safety of our customers and staff is always at the forefront of our minds when planning and running tours and it continues to be so as we monitor the current Coronavirus (COVID-19) outbreaks across the world.

Below we have listed some answers to general questions about how our tours may or may not be affected.

Are you still running tours?

Central West Tours have a full itinerary of tours from Sep-Dec 2021 on our website and we are accepting bookings on these, and future tours. Please refer to each individual webpage for details on the status of that tour and any potential new dates. Or contact us if you wish to clarify anything.

I have an upcoming booking.

Currently we only operate tours in Australia. For domestic Australian Travel <https://www.health.gov.au/news>

Will you cancel my tour?

We intend to run all tours that we are able to operate safely. This means that we may cancel a tour if a relevant government or authority has issued a 'do not travel' warning or similar, or where there are operational restrictions that may prevent us from running a tour as intended. These decisions will be based on adherence to official travel advice and warnings, taking into account the health and safety of our customers and staff. There is also a possibility that we may cancel a tour if we have insufficient numbers due to a lower volume of bookings due to COVID-

Phone: 045155845

nicole@centralwesttours.com.au

3 Macquarie St, Cowra, NSW 2794, Australia



19. We will only do this in very extreme circumstances. If we do cancel a tour, we have amended policies to allow free transfer to future Central West Tours cycle tour (see separate document).

What are the new Cancellation and Amendments Policies?

We have a separate document outlining our cancellation and amendment policies if we (Central West Tours) cancel a tour, or if a customer decides to cancel a tour. See separate document for full details.

I have recently been in a destination affected by coronavirus - am I allowed on my up-coming tour with you?

As long as you have followed the government guidelines for the region that you have travelled through, including self-quarantine if required, and you have no signs of illness, you are allowed to travel on our tour.

I want to make a booking on a future tour - What if things change and the tour needs to be cancelled?

We have a very generous and flexible change/credit policy to our terms & conditions around COVID-19 to minimise financial risk to customers. See separate document for full details.

What if somebody gets sick on tour?

If someone (customer or staff) gets sick on tour, or presents with symptoms related to COVID-19, we will obtain local medical advice on a case-by-case basis. We have an incident management plan in place for all tours for medical and other emergencies.

Are you taking special precautions on tour?

We already have high levels of hygiene procedures on our tours and we will re-emphasise these at opening briefing along with any other expectations of tour participants in relation to hygiene. We have gained our 'COVID-Safe Business' accreditation and have procedures in place for dealing with suspected or confirmed COVID-19 cases on tour

Phone: 045155845

nicole@centralwesttours.com.au

3 Macquarie St, Cowra, NSW 2794, Australia



including a comprehensive list of local medical help along the route of all of our tours, support vehicles for transport.

Am I covered by Travel Insurance for claims in relation to COVID-19?

We suggest checking YOUR policy wording that you received AT THE TIME of taking out your policy (not just the latest information on the providers website). For future bookings it is very unlikely that you will be covered for COVID-19 claims, however our T&Cs are quite generous and flexible to assist in minimising financial risk.

Do we have to wear masks?

This depends on the current guidelines at the time of your tour, however usually you do not have to wear a mask whilst riding a bike or walking on a walking track. We suggest bringing a mask on tour in case the rules and guidelines suggest that you must wear one in public whilst not on the bike (eg. in shops).

I am joining one of your tours in the future - what should I do?

If we have not contacted you about your tour, then the current plan is for that tour to go ahead. In the meantime, stay up to date with travel alerts and follow the WHO general guidelines for basic protective measures against the new coronavirus.

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

As always, just contact us if you have any questions that are not answered here. We are happy to clarify any policies and answer any questions that you may have.

Phone: 045155845

nicole@centralwesttours.com.au

3 Macquarie St, Cowra, NSW 2794, Australia