Dear Guest,

With all the changes in the travel environment within the last few months I wanted to write you and update you on some of the changes we are proposing. I am attaching some informational sheets regarding some of the protocols and procedures we are putting in place. Please keep in mind, things are changing rapidly and we will continue to update these procedures as needed.

Please read through the attached information regarding updates to your tour. I have highlighted some of the main points below.

1. The Covid-19 CDC recommendations are fluid and protocols and procedures may change as recommended.
2. We are working with our hotels, attractions and restaurants, it is possible that there may be some minor itinerary changes due to Covid-19 protocols. We will strive to provide a comparable or better replacement when changes are required.
3. Guests will be required to sign a waiver of liability form for each tour. (Form attached, please sign and return in the included self-addressed stamped envelope) Guests will not be allowed to travel on a tour without this signed form on file.
4. Guests will be required to submit a certification of wellness on the day of travel.
5. Motorcoaches are thoroughly cleaned and disinfected using a 37-point motorcoach disinfection procedure.
6. Cabin air is completely exchanged with fresh, outside air approximately every 10 minutes. Upgraded HVAC system filters are being used to recirculate the air which removes respiratory droplets.
7. Tours will have limited capacity and seating arrangements for social distancing.
8. No seat rotation will be done, seats will be assigned in order of registration for the tour.
9. Luggage handling- it will be up to the guest if they wish to utilize this service or if you would prefer to handle your own luggage. The driver will use gloves when off-loading the luggage from the motorcoach. Hotel staff will then deliver your luggage.
10. Passengers are asked to maintain social distancing when unloading and loading the bus. The bus will be loaded back to front and unloaded from front to back.
11. Customers should bring masks and hand sanitizer. If unavailable a mask and sanitizer will be available. Passengers and staff are asked to wear face covering when social distancing cannot be achieved.

1500 Travis Road  •  Marshall, MN 56258
Tour & Travel: 507-532-5536  •  Bus & Charter: 507-532-4043  •  FAX: 507-532-9398
www.swtourandtravel.com  •  www.swcoaches.com
12. If someone becomes ill on the tour, they will be removed from the group to isolate. They may be asked to depart the tour at their own expense depending on the circumstances. Insurance may help guests cover the cost of quarantine if medically required. Refer to your specific policy.
13. The group may be quarantined at their own expense if infection looks wide spread.
14. Travel Protection Plans are available for purchase to give our clients additional peace of mind.

I realize there is a lot of information with this notice. If you have additional questions please contact our office.

Thank you for your continued business!

Connie VanderPoel, Office Manager
COVID-19 UPDATE as of June 25, 2020:

Hello Southwest Tour & Travel Guests!

Today's world has changed, but what remains certain is our commitment to guest safety, comfort and peace-of-mind while traveling with us. To that end, we have established enhanced trip protocols and procedures, to ensure the health – and happiness – of our guests throughout their travels with us.

As our country begins to open up, and travel begins to resume, we wanted to update you regarding our upcoming tours. First of all, we want you to know that the safety of our customers and staff is our top priority! We have spent many hours considering how to run our tours and charters in the upcoming months. Please keep in mind, things are changing rapidly and we will continue to update these procedures as needed.

Keeping our motorcoaches clean has always been a top priority for the management and staff at Southwest Coaches, Inc./Southwest Tours but with COVID-19 we have intensified this cleaning and disinfecting process with a 37-point motorcoach disinfection checklist. We have also implemented distancing and prevention practices to support the health and wellbeing of passengers. Below you will find helpful information regarding our services along with our cleaning protocols. Please do not be afraid to reach out with questions or concerns.

MOTOR COACH CHARTERS:

We are offering motorcoach or school bus charters at this time. If you would like to reserve a motorcoach or school bus for a private group, we are taking reservations and would love to charter your group. If you need assistance with itinerary planning and meal stops, we can assist you with that also.

MOTORCOACH TOURS:

We have cancelled all tours departing through August 30, 2020. If you are signed up for a tour that has been cancelled, we will contact you. Any tour we cancel after this date, we will notify you 30-40 days prior to departure. For future tours we will make the tour departure decisions based upon if we believe it will be safe to travel, along with if there are enough travelers signed up. We are taking sign-ups on all future tours departing after August 30, 2020 we would love to have you join us, give us a call.

For the tours departing after August 30, 2020 we are working with our hotels, attractions and restaurants to see what has been affected by COVID-19. It is possible that there will be some minor itinerary changes due to COVID-19 protocols. We will strive to provide a comparable or better replacement experience when changes are required.

Guests will be required to submit a waiver of liability form and fill out a certification of wellness the day of departure. Travel Protection Plans including a cancel for any reason policy will be offered for purchase to give our guests additional peace of mind.
VEHICLE DISINFECTION PROCEDURES:

Every motor coach is thoroughly cleaned and disinfected as follows before and after each use along with at the end of the day on multi-day tours:

CLEANING:
- Basic dirt & debris removal
- Clean all surfaces with soap and water
- Dump and clean restroom
- Restock supplies
- Wash interior of windows & exterior windows

DISINFECTING:
- Disinfect entire motor coach with a special focus on high touch points
- Spray Interior Decontamination Product after standard cleaning
- Attached is a copy of our Vehicle Disinfection Checklist, please let us know if you have any questions.

DISTANCING:
- Limited capacity and seating arrangements for social distancing.
- Customers should bring masks and hand sanitizer. If unavailable a mask and sanitizer will be available.
- There will be no seat rotation on the upcoming tours, seats will be assigned in order of when travelers registered for the tour.
- Passengers are asked to maintain social distancing when unloading and loading the bus. The bus will be loaded back to front and unloaded from front to back.
- On tours where luggage handling is provided it will be up to the guest if you wish to utilize this service or if you would prefer to handle your own luggage. The driver will wear gloves when off-loading the baggage from the motorcoach. Hotel staff will then deliver your luggage.
- Drivers, Tour Directors and other staff you may have contact with have been trained in social distancing protocols

PROTECTING:
- Cabin air is completely exchanged with fresh, outside air approximately every 10 minutes
- Upgraded HVAC system filters to from MERV 5 to MERV 8 for recirculated air which removes respiratory droplets
- Hand sanitizer is provided onboard at entrance of coach and in restroom
- Disinfecting products available for passenger use throughout trip
- Disposable Masks will be available onboard, passengers and staff are asked to wear face covering when social distancing is unavoidable (Please note: certain locations may require masks to be used in public)
- PLEASE do not travel if you are sick! Cancellations due to illness will be dealt with on a trip-by-trip basis and we will work with our customers as much as we can in this situation.
WAIVER of LIABILITY.-- The novel coronavirus, COVID-19, has been declared a worldwide pandemic by the World Health Organization. COVID-19 is reported to be contagious. The state of medical knowledge is evolving, but the virus is believed to spread from person-to-person contact and possibly by contact with contaminated surfaces and objects or in the air. People reportedly can be infected and show no symptoms and therefore spread the disease. The exact methods of spread and contraction are unknown, and there is no known treatment, cure, or vaccine for COVID-19. Evidence has shown that COVID-19 can cause serious and potentially life-threatening illness and even death.

Southwest Coaches, Inc. dba Southwest Tour & Travel cannot prevent you, your children or anyone you are responsible for from becoming exposed to, contracting, or spreading COVID-19 while utilizing Southwest Coaches, Inc. dba Southwest Tour & Travel’s services or premises. It is not possible to prevent against the presence of the disease. Therefore, if you choose to utilize Southwest Coaches, Inc. dba Southwest Tour & Travel’s services and/or enter onto Southwest Coaches, Inc. dba Southwest Tour & Travel’s premises you may be exposing yourself to and/or increasing your risk of contracting or spreading COVID-19.

ASSUMPTION OF RISK. -- I have read and understood the above warning concerning COVID-19. I hereby choose to accept the risk of contracting COVID-19 for myself and/or my children in order to utilize Southwest Coaches, Inc. dba Southwest Tour & Travel’s services and enter Southwest Coaches, Inc. dba Southwest Tour & Travel’s premises. These services are of such value to me that I accept the risk of being exposed to, contracting, and/or spreading COVID-19 in order to utilize Southwest Coaches, Inc. dba Southwest Tour & Travel’s services and premises in person.

WAIVER OF LAWSUIT/LIABILITY.-- I hereby forever release and waive my right to bring suit against Southwest Coaches, Inc. dba Southwest Tour & Travel and its owners, officers, directors, managers, officials, trustees, agents, employees, or other representatives in connection with exposure, infection, and/or spread of COVID-19 related to utilizing Southwest Coaches, Inc. dba Southwest Tour & Travel’s services and premises. I understand that this waiver means I give up my right to bring any claims including for personal injuries, death, disease or property losses, or any other loss, including but not limited to claims of negligence and give up any claim I may have to seek damages, whether known or unknown, foreseen or unforeseen.

Signed ____________________________  Signed ____________________________
VEHICLE DISINFECTION CHECKLIST – TO BE PERFORMED AFTER CLEANING

Please take note that vehicle may not be equipped with some of the equipment listed below. Operators must adapt the procedure to each vehicle configuration.

PASSENGER AREA:

☐ Aisle & steps flooring.
☐ Entrance door handrails.
☐ Seats.
  • Headrest.
  • Back rest (both sides).
  • Arm rests and reclining buttons.
  • Around USB and AC power outlets.
☐ Side windows, window frames, lower grill and emergency exit handles.
☐ Overhead storage compartment doors and lock button.
☐ Overhead storage compartment baggage retaining straps (if not equipped with doors).

☐ Overhead console (buttons, air registers and lamps).
☐ Seat belts (including both male and female buckles).
☐ WCL straps, belts and buckles (if so equipped).
☐ Microphones (all types).
☐ Front modesty panels (both sides).
☐ Remote controls (audio video equipment).
☐ Display screens.
☐ Remove and discard all magazines, flyers, brochures or maps supplied by the operator or left by passengers.

LAVATORY:

☐ Lavatory door and, handles and lock button (both sides).
☐ Toilet seat, cover and flush handle.
☐ Trash can opening.

☐ Faucets and handles.
☐ Hand sanitizer dispenser body.
☐ Paper dispenser (toilet and hand paper).

DRIVER’S AREA (use alcohol based disinfectant):

☐ Steering wheel (including horn & control buttons)
☐ Steering column levers.
☐ Side window(s)
☐ Seat and seat controls
☐ Dashboard buttons and controls (including audio/video, radio and AC controls).

☐ Left console buttons and transmission controls.
☐ Destination sign controls
☐ Handheld communication device and screens
☐ Back panel (modesty & clear screen)
☐ Utility compartments (console drawers, door & button)

EXTERIOR

☐ Entrance door opening switch.
☐ Baggage compartment door handles.
☐ WCL door handle.
☐ WCL remote controls.

☐ Engine doors handles and/or latches (rear, radiator & compressor).
☐ Evaporator & condenser door latches & handles.
☐ Fuel & DEF traps and fill caps.