



# Southwest Tour & Travel

SOUTHWEST COACHES INCORPORATED | TRAVEL SOUTHWEST & GO WITH THE BEST

**What you need to know about upcoming SOUTHWEST COACHES, INC./SOUTHWEST TOUR & TRAVEL tours - UPDATED December 2, 2021**

## **Hygiene and Social Distancing Measures**

The health and safety of our staff and customers is our number one priority and that's why we've introduced a number of enhanced health and safety measures. We are continuously following government advice and requirements of the local health authorities to reduce the risk associated with the spread of Covid-19.

## **Will I need a face mask? (New December 2, 2021)**

At this time, it is a federal requirement that people wear masks while traveling on transportation until March 18, 2022. We will closely follow any changes to the Transportation Security Administration guidance and plan accordingly. Our travelers are expected to comply with face mask mandates as required by the TSA and any local restaurants, attractions or public places.

## **Motorcoach Capacity?**

We have returned to our normal capacity on the motorcoach, seat rotation will be at the discretion of your Tour Director

## **Motorcoach Cleanliness?**

Our current cleaning procedures include a pre-trip & post-trip cleaning of the motorcoach, our tour directors & driver will also be doing daily maintenance cleaning during the trip including fogging of the motorcoach and wiping down high touch areas. Onboard air quality is optimized for our motorcoach tours using a fresh air exchange rate of six times an hour using a MERV 8 filter system with an antimicrobial filter layer.

## **Any additional requirements?**

All Southwest Coaches, Inc./Southwest Tour and Travel travelers are required to complete a health questionnaire and waiver prior to departure.

## **Frequently Asked Questions**

### **Do I need a vaccine before I travel?**

At this time Southwest Coaches, Inc./Southwest Tour & Travel is not requiring either a negative test or vaccination proof, this may be different depending on the requirements

of the areas we are visiting. We will notify you if this is required. This is subject to change at any time.

### **Will I need a face mask?**

At this time, yes. It is a federal requirement that people wear masks while traveling. Southwest Coaches, Inc./Southwest Tour & Travel travelers are expected to comply with face mask mandates. Be prepared to wear a mask when entering a restaurant, hotel or any public place, if required by that location.

### **Any additional requirements?**

All Southwest Coaches, Inc./Southwest Tour & Travel travelers are required to complete a health questionnaire and waiver prior to departure.

### **What if I get sick and cannot travel on my tour?**

If you are unable to travel due to illness, including COVID-19, you are subject to the cancellation penalties as published for your tour. For this reason, we highly recommend that you purchase a travel protection plan.

### **What if I get sick while on my tour?**

If you are unable to continue your tour due to illness, including COVID-19, you are subject to the cancellation penalties as published for your tour and will be responsible for additional costs incurred as a result of quarantine or other restrictions. For this reason, we highly recommend that you purchase a travel protection plan.

### **What does my Travel Protection Plan cover?**

Your Travel Protection Plan covers you should you become ill after purchasing the plan. Cancelling travel due to “fear” of contracting COVID-19 (or the flu or any illness) isn’t covered by travel protection plans. Should your tour be delayed, canceled, or interrupted, there would be coverage as specified in the policy documents. If you need a copy of your policy, please call or email us and we will mail one to you.

### **What if I have Cancel for Any Reason coverage? (Subject to availability)**

Some travelers may prefer to cancel their trip out of concern for COVID-19. For insured travelers who purchased Cancel for Any Reason coverage, we remind you that cancellations must be made 48 or more hours prior to scheduled departure and payment is limited to 75% of the non-refundable trip cost up to the stated plan amount.