



ASIA LUXE TRAVEL

## Suraksha Pledge

The team at **Asia Luxe Travel** is eager to get back to sharing adventures in the most inspiring destinations in Asia and to welcoming your travellers to Asia.

We know that the decision of when to resume travelling is a deeply personal one for your travellers and we want to give you some reassurance around the steps we are taking to safeguard your travellers' health and to provide a fulfilling experience on their trip.

We have redefined our hygiene and sanitation protocols with the launch of "Suraksha", a comprehensive program to enhance your travellers' health and safety during their journey with us. Suraksha is a Hindi word meaning safety, protection, shelter. For all of us at Suraksha is a commitment to elevating our hygiene protocols with stringent measures that ensure a safe environment as part of our tradition of hospitality.





### **Guest comes first**

We are committed to ensuring that our guest's comfort level is respected in everything we do. We recognize that each guest may have unique requirements and stand ready to collaborate in making their stay comfortable and worry-free.

Every facet of our operation has been scrutinized. Here below are the elements of our Suraksha pledge:



### **Our People**

- Protective gear including masks and gloves will be worn by all our associates to provide a safe environment for our guests.
- Regular temperature checks of all associates and partners upon entering office and hotel will be conducted.
- All associates have a phone alarm as a reminder to practice regular sanitisation.



### **Welcome Kit**

- Our usual welcome kit will now include a face mask and hand sanitizer. We are working to source Fair Trade masks to support members of our community in need during these difficult times.

### **Itineraries**

- We are reviewing all our itineraries and adjusting to spend even more time in secluded locations with fewer other travellers.



### **Vehicles**

- We are adding additional vehicles so we can operate with fewer travellers in each van or mini bus.
- Our drivers are conducting enhanced daily cleaning of vehicles and regular cleaning of all high-touch points such as door handles.
- Our regional and HQ office teams are sanitizing and inspecting all vehicles before and after every journey.
- We are encouraging the use of face masks for all participants within vehicles.



### **Small groups**

- We are evaluating the minimum and maximum group size in order to ensure appropriate distancing between individuals.
- We are increasing the number of single spaces available.



### **Mealtimes**

- We are providing larger tables or additional tables to ensure that travellers can spread out at mealtimes.
- We are providing hand sanitizers at all meals and ensuring that soap and water are available for hand washing.



We are working with our local suppliers and restaurants and hotel partners to be sure they are adhering to the most up-to-date health and safety guidelines according to the the recommendations of the WHO, the CDC, the World Travel & Tourism Council and the UN World Tourism Organization.



### **Our restaurant partners have pledged to:**

- Ensure maximum hygiene of staff including sanitisation of uniforms, wearing face masks, and wearing gloves in all areas other than the hot cooking range.
- Wash and sanitise vegetables, fruits, and groceries.
- Wash all dishes at 80 degrees C.
- Prepare food in small quantities to ensure only fresh food is served.
- Offer natural immunity-boosting beverages to help our guests stay healthy.



### **Our hotel partners have pledged to:**

- Adhere to international certifications and standards.
- Provide contactless check in and check out facility provided.
- Use high bar pressure dry steam cleaners, electrostatic sprayers, and hospital-grade disinfectant for housekeeping.
- Continuously clean and sanitise all touch points in public areas.
- Monitor chlorine dosage of swimming pools, sanitise pool loungers and towel baskets, and sanitize towels after each use.



### **At our camp**

- ALT staff is conducting regular hygiene training sessions.
- The housekeeping team is using high bar pressure dry steam cleaners to clean each room between stays.
- Camp staff are working to develop the organic farm on site.
- We are reviewing all camp activities to ensure appropriate social distancing and may reduce or eliminate our usual village visit and possibly the regular Jaipur Market visit (based on conditions at the time of travel).



### **Domestic flights**

The new SOPs at airports, includes:

- Passengers must compulsorily walk through a thermal screening zone before entering the airport terminal building.
- Passengers must have Aarogya Setu on their mobiles, except children below 14. If they don't show "green" or do not have the government contact tracing app, they will not be allowed in.
- Passengers should reach the airport three hours before departure for domestic flights.
- Passengers will be allowed into the terminal building if their flights are within four hours.
- All passengers have to wear masks and gloves.
- For physical distancing in passenger seating areas, chairs to be taped off or marked.
- All staff should have hand sanitisers and Personal Protective Equipment as directed by the home ministry.
- Trolleys will not be allowed in the arrival or departure sections, except for special cases, for which they will be disinfected.
- Airport operators should make arrangements for sanitizing baggage before entry.
- All entry gates of the terminal will be opened to avoid crowding.
- Social distancing marks or stickers at a distance of at least a metre will be provided at the entry gates, screening zones and terminals.
- Mats or carpets soaked with bleach will be placed at the entrance to disinfect shoes.
- Counters with Plexiglas or face shields for staff wherever there is interaction with passengers.
- Employees with high fever, difficulty in breathing or cough will not be allowed entry into the airport.
- When flights land, passengers will be allowed to leave the plane in batches, sequentially.