



Update on the Coronavirus (COVID-19)

March 20, 2020

Valued Customers,

We hope you are healthy and safe. We are all experiencing unprecedented restrictions due to the current COVID situation. We love the Grand Canyon and River Rafting. Our hope is to share that with you.

We are a small family-run rafting company and understand this is hard for everyone. We are concerned for the safety of our clients, guides, families and community. We want to assure everyone that the safety of our guests and employees is always our top priority. We hope that everyone in our community comes together to prevent the spread of this virus.

At this time the National Park Service (Western Region) has implemented a "soft closure" of the Grand Canyon. **How does this affect our river trips?** As of today, we were told the closure will be in place through Mid-May. We were told the NPS will re-evaluate Mid-April and possibly open the Grand Canyon for rafting trips or may continue to keep it closed. **When the NPS opens the Grand Canyon we are still planning on running our trips.** If the river remains closed we will reassess. May trips may be affected by the closure. If that happens we want to give passengers on our May trips the following options:

1. Reschedule your trip to a later date this season
2. Reschedule your trip to a 2021 or 2022 date
3. Refund your trip less the non-refundable deposit.

If your trip is after May please plan on your rafting trip going. If there is a need to re-evaluate this plan we will contact you and update our policy.

In the event that we are required to cancel your trip, you will be responsible for the cancellation or change fees related to any pre or post trip travel.

We have always practiced and will continue to practice comprehensive sanitation protocols designed and proven to prevent the spread of any communicable virus or bacteria.

Some of the Sanitation Practices we follow to keep you safe include:

- At each camp, we set up two hand-washing stations. One near the toilet facility and the other near the kitchen. These stations allow you to wash your hands without the need to touch any surfaces after washing is complete.
- We set up a hand-washing station at every lunch stop
- Hand sanitizer may be provided upon request, especially when snacks are available on the boats.
- It is our policy that no one may come to the meal table without having first washed their hands with soap and water followed by the use of hand sanitizer.
- Of course, awareness of the current COVID-19, we will be even more vigilant to keep surfaces clean, require hand-washing, and practice safe handling of food and anything else that has the potential to spread any virus.
- In addition to our on-river sanitation protocols, all of our equipment is sanitized between trips, boats included.

We adhere to the following as part of our sanitation practices:

- Local Rules and Regulations regarding food handling and sanitation
- The Food and Drug Administration's Food Code
- National Park Service Reference Manual 83A - Public Health & Specifically, Chapter 5 - Backcountry Operations
- Our facilities and equipment are inspected regularly to assure compliance with all these codes

All of our guides carry current certified food-handlers permits. All of our guides are certified to the level of Wilderness First Responder (WFR) or Emergency Medical Technician (EMT). All of these certifications emphasize sanitation as the key to prevention of communicable diseases.

Cancellation Policy:

May Trips:

1. Reschedule your trip to a later date this season
2. Reschedule your trip to a 2021 or 2022 date
3. Refund your trip less the non-refundable deposit

We have not altered our cancellation policy for our June through September trips.

If a guest on a June through September trip chooses not to travel, our standard cancellation policy still applies. Please contact our office with questions.

We encourage our guests to be diligent in their preventive measures in the time leading up to their trip and while en route. Please follow the CDC guidelines:

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>

If your health care provider confirms that you have coronavirus within 14 days of your trip please contact our office so we can discuss alternatives as we certainly do not want you to travel at that time.

As always, we encourage you to purchase trip cancellation insurance. It is the guest's responsibility to understand any and all restrictions that their travel insurance may or may not cover. We encourage you to purchase through a reputable company and to consider including the "cancel for any reason" addition. For details contact the insurance company directly.

We operate in an open-air environment. Any airborne contaminants dissipate much more easily than in a confirmed space. Our entire group sizes are limited to no more than a maximum of 32 people on every launch (including the crew operating the trip). Our groups are mostly isolated from other groups on the river. Interactions with other groups are very limited and unlikely over the course of your trip.

Tour West is committed to the safety of our guests. We love the river and look forward to sharing it with you.

We will continue to follow the CDC and WHO for facts as they become available.

If you have any questions or concerns, please contact our office 800-453-9107.

Sincerely,
Susan Harding
President
Tour West, Inc.