

# How Smart Student Travel Responded to COVID in 2020



## Travel Protection Plans

Prior to the pandemic, to ensure loss prevention of funds in the event of any unforeseen disaster, SST purchased Travel Protection Plans with Cancel for Any Reason Benefits



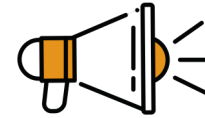
## Cancelled all trips

Immediately for the safety of teachers, chaperones and student!



## Immediate Communications

Communicated with schools and parents about the cancellation policy



## Frequent Updates

To schools and parents, with information from insurance and travel partners



## Immediately Submitted Insurance Claims

Prepared & submitted group claims to our travel insurance partner within 24 hours of trips being cancelled by school districts



## Immediate Negotiations

With travel partners to find resolutions



## 90% of funds returned!

90% of funds were returned to parents

# MOVING FORWARD

## Smart Student Travel will....

Hygiene

Strongly encourage masks, frequent hand washing, and social distancing

Communication Protocols

Communicate new protocols and regulations from our travel partners

Safety Evaluations

Evaluate the current Covid-19 Precautions being taken for all destinations and attractions

Staying Up-to-Date

On opening and closings

Safety Orientation

Provide teachers & parents with orientations to discuss safety plans to manage COVID related risks



# MOVING FORWARD

## Smart Student Travel will take every step with you



### BEFORE Your Trip

We encourage all travelers to limit contact with individuals you do not live with and limit visits to public places 14 days prior to departure.

If a student or adult is symptomatic or tests positive within 14 days of travel, they should not travel with the group and should immediately contact their group leader.



### DURING Your Trip

If an adult or student shows symptoms of COVID-19 while on a trip, we will help you get tested and safely isolated from others while waiting for your results. If your test result is positive, we will help you seek medical care if needed and provide a space for safe isolation.



### AFTER Your Trip

First, we encourage participants to monitor your health for 14 days after you return home. We also encourage you to let your group leader and Smart Student Travel know if you become ill so that we can perform the proper contract tracing procedures.

# Smart Student Travel's Safety Plan



## Healthcare Access

- Provide access to a doctor's On Call program
- Provide access to doctors who can visit you at your hotel
- Provide access to a virtual doctor visit if needed



## Hygiene

- Provide disposable masks
- Provide hand sanitizer
- Provide contactless thermometers for daily temperature checks
- Provide electronic surveys to daily monitor for Covid symptoms
- Provide Covid-19 testing kits for on-the-spot results
- Provide a safe space to isolate if any one in your group becomes COVID positive



## Itinerary Tweaks

- Update group leaders with new capacity rules for attractions
- Plan tour logistics with group leaders
- Provide alternate schedules if needed
- Tweak schedules when/where necessary



## Touring

- Break large group into PODS of 6 (1 chaperone: 5 students)
- Provide Timed Entry passes for PODs at various attractions

# Other Safety Measures



## Meals

Smart Student Travel will partner with restaurants that follow proper food safety and handling protocols such as mask wearing and frequent hand washing. We work carefully with food vendors to determine the best meal options and group seating arrangements including outdoor dining when possible. Going forward we will rely more on individually packaged food items, grab and go, and plated meals at your hotel rather than traditional self-serve buffets from the past.



## Motorcoach Transportation

Tour motorcoach partners have implemented enhanced cleaning and safety protocols. Participants will be assigned the same seat on the bus for the entire trip. Participants will load and unload buses according to our new procedures designed to limit exposure to others.



## Hotels

Smart Student Travel partners with hotels that are committed to the highest standards in cleanliness. An adjusted check-in process will be used to limit interaction between students and other guests. Hotel arrival and departure procedures, use of elevators, and breakfast areas will all be adjusted to promote social distancing. Furthermore, we will now offer additional options for roommate preferences including single, double, triple, and the traditional quad occupancy.