

## Ultimate Hikes policy concerning Covid 19 restriction levels in 2020-21 Season.

Ultimate Hikes is following all guidelines, restrictions and recommendations as defined by the New Zealand government in relation to Covid-19.

As at September 2020 the following guidelines will apply. This relates to the levels under which we can operate.

### Up to and including Level One

- We are able to operate as per our normal operations however we will be following all Ministry of Health guidelines.
- If you are feeling at all unwell at the time of your departure, please stay home. This is for the benefit of your fellow walkers as well as yourself and our staff.
- We recommend you bring a reusable face covering with you in case of level changes while you are on track or any situation arises that may require wearing them in closed spaces.
- Should the level change while you are walking with us, we have procedures in place to move quickly and safely to the new level.

### Level two – up to Level three

If levels are at two or move to two at the time of your walk the following procedures will be applied.

- Face coverings will be mandatory on all modes of transport and encouraged in closed spaces.
- If we have any concerns about a walker's health prior to departure, we may ask them to have their temperature checked before departing on the walk.
- On track you are welcome to choose who you walk with – however should weather or other conditions dictate it, you will be required to adhere to all guide instruction which may include grouping together.
- Social distancing will be implemented as per government guidelines in all common areas. **Please note:** multi share rooms are large enough for two couples to share while social distancing. Lodge managers will manage room allocations according to bubbles, but you may be placed in a room with others.

### Level three and above

If the Otago/Southland region or the whole country is put into level three, we will have to cease operating and remove all staff and walkers from the track within the timeline

specified by the government directive. We have done this before so we are confident that it will be achieved efficiently. To assist us in helping you to manage your transport home, please ensure we have your accommodation information post walk and a personal contact to advise of the situation. Depending on where you are on the track, helicopters and buses will be used to evacuate the lodges and tracks and bring you safely back to Queenstown where we can assist you in making arrangements from there.

### **Cancellations, Transfers and Refunds due to Covid restriction levels.**

#### **Level one and two**

Whilst the country is at level one or two, our normal terms and conditions, including the cancellation policy will apply to all walkers.

#### **Level three and above**

If you are living in a region that goes into level three prior to your walk regardless of the time period before your departure, you can transfer your walk to another date in the season if the restriction is lifted or to the 2021-22 season, or you can receive a full refund.

Please note: This refund/cancellation option is only valid for those who live within the restricted region, it does not extend to others in your party who are still able to travel.

If the region we operate in or the country as a whole is moved to Level 3 or above – we will have to cease operation and all walkers affected by the closure will be offered a transfer to the following season or a refund. For walkers on the track should an immediate move to level three be imposed, your refund will be determined by the amount of time you have spent on track.