

CH>RITY
CH>LLENGE

COVID-19

KEEPING YOU
SAFE ON YOUR
CHALLENGE



PURPOSE OF THIS DOCUMENT

The safety of our customers, leaders, doctors, local ground teams, and the communities we interact with on our challenges, is of paramount importance to us. A large part of our safety system is ensuring that you, our customers, are fully informed and updated of the best practice guidelines and the measures that we have put in place to keep you Covid safe.

This impacts on everyone and requires the active engagement and participation of everyone on every challenge, so **please read this document in full** and please get in touch if you have any questions.

We will put in place control measures to protect our customers, leaders and staff by aiming to prevent anyone arriving on the challenge with Covid-19, by minimising the potential spread of the virus to others in the group or to the communities in which we operate, and by having clear guidelines for responding to anyone displaying Covid-19 symptoms during a challenge.

We ask everyone booked on one of our challenges to check this document carefully in the weeks leading up to your challenge, as it will be updated as guidelines change, so that you understand the latest advice and measures in place.

BOOKING WITH CONFIDENCE

We understand that there may be a little uncertainty around booking in the current climate so we have created a [Booking With Confidence policy](#) to help you book your next Charity Challenge with absolute confidence.

Book with the knowledge that:

- ✓ We are putting significant measures in place to make your challenge Covid Safe
- ✓ We have flexible payment options*
- ✓ We have ATOL and International Passenger Protection financial cover for your peace of mind*
- ✓ We will offer you a number of options if we cannot operate your challenge due to Covid-19 : postpone your challenge to a later departure, join any other challenge, transfer your place to another person, or receive a refund of monies paid for the challenge*

*Full info and T&C's on our [Booking With Confidence policy](#)



CLEAR & TRANSPARENT SOCIAL DISTANCING GUIDELINES

The nature of the virus, and the way in which the world responds with specific social distancing measures and official guidelines, means that our response will be thorough and fully informed by a number of domestic, international and global health authorities, but as it is constantly evolving and changing, so will our response.

Please rest assured that we will remain connected to best practice guidance and advice and adapt our own processes and procedures to match the latest advice. We will continue to recommend best practice measures.

Social distancing guidelines about what additional safety measures might be appropriate and when they will apply before, during and after your challenge will be made available to participants in the documents we make available in your account area.



SOURCES OF INFORMATION AND GUIDANCE

It is part of our duty of care to keep up to date with all the latest information from a number of domestic, international and global health authorities.

- Public Health England (PHE)
- Department for Transport (DfT)
- World Health Organisation (WHO)
- Mountain Training (UK)
- Foreign and Commonwealth Office (FCO)
- World Travel and Tourism Council (WTTC)
- European Centre for Disease Control (ECDC)
- UN World Tourism Organisation (UNWT)



VISIT BRITAIN "WE'RE GOOD TO GO"

We are proud to have acquired the UK Industry Standard mark, "We're good to go" in partnership with the Tourist Organisations of Great Britain and Northern Ireland. This means that our business has followed government and industry Covid-19 guidelines, has a risk assessment in place and a process to maintain cleanliness and aid social distancing.



WORLD TRAVEL AND TOURISM COUNCIL "SAFE TRAVELS"

We are proud to share that we have also received the World Travel and Tourism Council's (WTTC) "Safe Travel's" stamp, which provides travellers with assurance that we have adopted health and hygiene global standardised protocols – so you can experience "safe travel".



CHALLENGE SAFE

We have developed enhanced Covid-19 standard operating procedures and risk assessments to ensure the safety of our participants, leaders, doctors, local ground teams, and the communities we interact with on our challenges.

Our standard operating procedure (SOP) outlines the guidelines that will be adhered to on all challenge events as a result of the Covid-19 pandemic. It forms part of Charity Challenge's 'Challenge Safe' safety management system. A robust safety management system divides responsibility for safety between the in - country operations team, leaders and participants. Our SOPs are then used to help create specific risk assessments for each challenge event and each country.



CHALLENGE SAFE KIT

We encourage everyone to bring face masks, and personal hand sanitiser on their challenge. If you have signed up for a multi-day challenge, we recommend you bring multiple face masks and enough hand sanitiser for the duration.

We will also make available the popular Charity Challenge buffs. Buffs are one of the most versatile items that you can carry on a challenge and can be worn in a variety of ways such as a face mask, balaclava, headband and sun guard, to name a few!



COVID-19 INSURANCE COVER

Your safety is one of our main concerns at Charity Challenge, which is why ensuring you take out extensive travel insurance is an essential part of every booking.

We are therefore delighted that our partners at Campbell Irvine are able to offer the updated [Campbell Irvine Direct Travel Insurance policy](#), which not only includes medical emergency and repatriation cover due to Covid-19 whilst travelling overseas, but also includes pre-departure cancellation in the event that you or your insured travelling companion are diagnosed with Covid-19 before departure and instructed not to travel by your doctor.

In addition the policy also includes pre-departure cancellation cover if you or your insured travelling companion are directly exposed to someone who has been diagnosed with Coronavirus and through the governments Test and Trace programme you are instructed to quarantine prior to departure preventing you from travelling.

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Please note the policy does not extend to include any cover if due to a new wave the government orders a lockdown or the FCO or destination country advises against travel to the destination. In addition, the cover will not apply if you elect to travel against FCO advice.

The policy also protects you if you are ordered to quarantine overseas as a result of being directly exposed to someone who is diagnosed with Covid-19 and you incur additional travel and accommodation costs as a result.

Please note the policy does not extend to include any cover if due to a new wave the government orders a lockdown or the FCO or destination country advises against travel to the destination. In addition, the cover will not apply if you elect to travel against FCO advice.



COVID-19 BEST PRACTICE LEADERSHIP

Charity Challenge will work closely with its leaders and suppliers to ensure the contents of the enhanced Covid-19 standard operating procedure (SOP) and risk assessments are shared and understood.

Our leaders will all be carrying appropriate PPE to use when dealing with any first aid incidents and will have received training about the use of such equipment.



TRANSPORT

If your challenge itinerary includes transport, then we will work with the transport supplier to make sure that the correct measures are in place in line with the most up to date local government advice.



EQUIPMENT

Charity Challenge has put in place a strict cleaning schedule to ensure that all equipment will be fully cleaned and disinfected prior to, and where appropriate, during your challenge. This includes the use of bikes, kayaks, buoyancy aids, helmets, paddles and group shelters.



ACCOMMODATION

If your challenge itinerary includes accommodation, then we will work with the accommodation supplier to make sure that the correct measures are in place in line with the most up to date local government advice. This will include check-in procedures and cleaning schedules, among many other things.

Accommodation guidelines will be made available to participants in their account area 1 month before departure.






TRAVEL READY

We strongly advise all participants to be fully vaccinated and to keep up to date with any boosters or other recommended vaccinations by the government. If you aren't fully vaccinated, you may be refused entry to certain countries.

Charity Challenge will share a summary of the COVID-19 testing requirements for your destination, which are detailed in the FCDO Travel Advice, during the period leading up to your departure. We hope this will help you understand the steps that you will need to take in order to travel. We strongly recommend that participants check the FCDO website themselves for the most up-to-date COVID-19 travel advice, including vaccination, and entry and exit requirements. We will do our best to update you if advice changes but please note it is your responsibility to make sure you are aware of the latest requirements prior to departure.

OUR RECOMMENDATIONS

-  Check all documents in your account area and email communications carefully in the weeks leading up to your challenge. These will be updated as guidelines change, to help you understand the latest advice and measures in place
-  If you think you may have Covid-19 symptoms and you are unsure what to do, follow the NHS's online guidance
-  Help us by following all instructions given to you by your leaders, for your own safety and that of the team and local communities around you

WHAT TO DO IF YOU HAVE SYMPTOMS

If you have any of the main symptoms of COVID-19, even if they're mild:

- Do a test to check if you have COVID-19 as soon as possible.
- Stay at home and do not have visitors (self-isolate) until you get your test result – only leave your home to have a test. Check if people you live with need to also test and/or self-isolate.

COVID-19 FREQUENTLY ASKED QUESTIONS (FAQ'S)

We understand that all the changes in the current environment can be extremely overwhelming and may leave you with many questions as we all adapt to the new way of being. To hopefully ease some of your concerns we have pulled together some FAQ's around Covid-19.

We hope the above information provides some support, but if you have any further questions please do not hesitate to get in touch.

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Any more questions?

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