



## **Coronavirus disease (COVID-19) Policy**

November 25, 2020 v7

Due to the recent Coronavirus disease (COVID-19) outbreak, Rockjumper has made special provision for amendments to existing and forthcoming bookings for tours starting between 02 March 2020 and 28 February 2021.

**The below conditions are only applicable to destinations that the World Health Organisation explicitly recommends travel restrictions to, or, where member countries have imposed travel restrictions.**

1. You may amend your booking by transferring to the same tour in 2021 or 2022.
2. Rockjumper may elect to postpone tours to destinations that have significant travel restrictions or significantly impede the known free movement of the majority of the tour's guests (ie: quarantine on arrival, or quarantine on returning to your home country).
3. Bookings may be amended free of charge up to 60 calendar days prior to the date on which the tour begins. If the restrictions are still in place, or at risk of being in place between 30 and 60 calendar days prior to the start of the tour, then we will, in consultation with experts and other tour guests, decide whether the tour should proceed, or be postponed. If you wish to amend a booking less than 30 days prior to the beginning of the tour, then our standard Terms and cancellation fees shall apply.  
  
Should the tour price increase by more than 10% (ie: from the specific postponed tour to the selected future tour), then you will be liable for the difference. These conditions are not applicable to expenses or costs not included in the tour price such as, but not limited to flights, extra accommodation or transfers that may have been invoiced and paid for already. These costs carry our standard Terms and cancellation fees. In such instances, you are advised to claim a refund from your personal travel insurance.
4. Any outright cancellations of bookings due to the Coronavirus disease (COVID-19) outbreak will carry our standard Terms and cancellation fees. In such instances, you are advised to claim a refund from your personal travel insurance.
5. The terms set out above are subject to availability, and apply only to bookings made directly with Rockjumper, not by or through any third parties.
6. The terms set out above do not apply to Cruises.
7. Bookings can only be amended once.
8. Rockjumper reserves the right to make changes to the above policy from time to time. Such changes will be posted to our website, they will not be emailed.

9. If you are planning, or intending on traveling to any other high-risk Coronavirus disease (COVID-19) areas prior to your next Rockjumper tour, please do advise us in due course. This will assist us in risk assessing our forthcoming tours, and work towards ensuring the safety of all our guests on these tours.

Please do contact our team on [support@rockjumper.com](mailto:support@rockjumper.com) if you have any further queries.

The following websites provide helpful and up to date information on the extent and impact of the Coronavirus disease (COVID-19).

[World Health Organisation](#)

[Johns Hopkins University Interactive Case Map](#)

## COVID-19 Safety Protocol

With the COVID-19 new normal in mind, our tours will operate in confidence under strict regulations for the foreseeable future. We are in this together, requiring that ALL guides and guests adhere to the following measures:

- Please do not greet anyone by hand and avoid physical contact at all times.
- Avoid touching your nose, eyes and mouth.
- Masks are to be worn for the duration of your tour. For example, on vehicles, airports, planes and in any social situations where social distancing is difficult. Your guide will authorize when not wearing a mask is acceptable such as in open situations when social distancing can be implemented. Guests are asked to please arrive with their own masks (N95, R95, KN95 or surgical masks) and that they must be worn according to [WHO safety standards](#).
- The wearing of masks is mandatory by both our tour leaders and guests.
- We encourage everyone to wash hands at every opportunity in public situations and use the provided sanitizer regularly – guides will carry hand sanitizer with them throughout the tour.
- please adhere to social distancing as best as possible. A minimum distance of 2 meters (6.5 feet) is generally required, however we realize this will be situationally dependent.
- Please keep all personal belongings in the vehicle in protective covering or on your person.
- The Rockjumper team will spray or wipe down all equipment with disinfectant after every use and/or trip.

## Rockjumper staff

Rockjumper Birding pledges to brief and educate our guides on the protocols, and are ready to assist you with your birding experience and requirements.

Staff are instructed to maintain social distancing at all times. We at Rockjumper Birding take pride in our work and in our ability to keep our staff and guests happy, safe and healthy at all times.

We trust that the above information has given you some peace of mind. We also wanted to provide assurance that are ready to assist you once the lockdown has been lifted. Please feel free to contact us if you need any additional information or have any recommendations.