



## **Outline: COVID-19 Cancellation Policy, Training & Tours**

**Effective: September 15th, 2021. Subject to change**

At RawHyde, we understand how stressful the current climate is to both your financial and your physical health. To reduce these stresses and provide an unforgettably enjoyable experience, we are making the following changes on your behalf, effective September 1st, 2021:

### **COVID-19 Tour and Training Policies**

- Participants are expected to test negative for COVID-19 within 72 hours of their Tour arrival/check-in, or arrival at our facility for training. Alternatively, if you are fully vaccinated, then you will not need to undergo a COVID-19 test prior to arrival.

### **COVID-19 Requirements for Non-Vaccinated Riders**

For the sake of your health and safety, RawHyde will ask each rider to present proof of a negative COVID-19 test result at check in. The timestamp for the test being administered must be within three days (72hrs) of your arrival at the start location. Those unwilling to comply will be asked to reschedule their date of training/tour with the broader safety of our participants and staff in mind.

We require all non-vaccinated participants to get a PCR test for COVID-19 three days before their flight and/or traveling arrangements. Participants should be ready to provide proof of a negative result by the check-in/arrival date.

### **RawHyde Adventures COVID-19 Requirements for Vaccinated Riders**

Vaccinated riders are not required to get a COVID-19 test prior to their participation in their tour, though we certainly do not discourage it.

- Those of you who register for shared-occupancy lodgings will likely be paired with a roommate from the group at each overnight stop. If you are wary of doing so due to viral transmission and other pandemic concerns, we are willing to convert shared occupancy participation slots over to single occupancy registrations for an additional fee as stated on our website, subject to availability.
- Our facilities have a limited quantity of single occupancy rooms available. If your preference is to occupy one of these rooms, please let us know as soon as possible, as the rooms fill up fairly quickly.
- All riders should bring a supply of face masks or coverings with them, sufficient to last the duration of the trip. RawHyde will not maintain a stock of face masks or cloth facial coverings. Used masks should be replaced with new or laundered coverings each day to maintain effective coverage. We request that our riders respect social distancing and proper mask usage, covering the nose and mouth throughout your journey, this does not include when you are wearing a helmet.
- During tours we will actively seek out places to eat that offer outdoor seating. This strategy has proven safe and comfortable for our 2021 riders so far and we're confident that it will continue to do so moving forward.
- We ask that riders take care of themselves throughout the trip and monitor their own health. If at any point during the trip you feel yourself becoming ill or showing symptoms of illness, we request that you let your guides know as soon as possible.

- Lastly, Please familiarize yourself with the onset symptoms of COVID-19 as per the Centers for Disease Control and Prevention.

### **COVID-19 Acknowledgement**

RawHyde Adventures assumes that any riders booking after September 1<sup>st</sup>, 2021 are aware of the ongoing situation with COVID-19. We are happy that you wish to make travel arrangements with us during this uncertain time and we will take precautions to make it a safe and enjoyable experience. By booking with RawHyde, you acknowledge that there are inherent risks to yourself and to RawHyde when making plans during an uncertain time and accept your part of this risk as we do ours.

As always, we recommend that you invest in travel insurance (trip cancellation and/or trip delay coverage). There are policies currently available that cover pandemic-related situations and many credit cards have travel coverages automatically included.

RawHyde has maintained an excellent reputation for being reasonable in working with our clients throughout this pandemic. We continue to make efforts to be flexible with our clients, but we expect our clients to do the same. In the spirit of fairness all around, we are not able to deviate from our cancellation policies due to an individual's fear of getting sick during travel or of having second thoughts about moving forward with their travel. We expect that we have all considered the consequences of travel during this pandemic and are doing our mutual best to mitigate those consequences.

### **COVID-19 Cancellation Policy**

Effective immediately, RawHyde is implementing this policy to our Training and Tour Terms & Conditions with regards to our existing Cancellation Policy. This waiver, hereby referred to as the COVID-19 Cancellation Policy, is specifically for our list of Qualified Covid-19 Situations\* and does not apply to any other conditions.

The following COVID-19 Cancellation Policy will be in effect for the foreseeable future:

- If you are unable to attend a tour due to a Qualified COVID-19 Situation\* and you are over 30 days from the start of your tour you will not lose any funds that you've paid towards your tour, and we will issue you with a 12 month refund to be used for the same, or similar tour.
- If you are unable to attend your registered event due to a Qualified COVID-19 Situation\* and you are within 30 days from the start of your tour you will be subject to a cancellation fee of up to 50% of your original deposit. We will do our best to recover as much cost as possible for our mutual benefit and will strive to reduce this cancellation fee; however, organizing the logistics, equipment, lodgings, and crew for your tour began well beyond a year in advance and we have already committed to many logistical arrangements that are now nonrefundable. RawHyde will absorb the majority of these costs in the spirit of what is right and safest for our riders, but we will require some sharing of the expense to manage the financial impact.
- All funds remaining after any cancellation fee will be held on file as a credit eligible to be used for any tour, training or other RawHyde service, subject to availability, in part or in whole.
- Your credit will expire 12 months from the date of your cancellation. You will have 12 months to apply your funds to another tour, rental, or other product or service. If you are unable to complete that future tour or training, your credit will be subject to the applicable cancellation policy at that time.
- RawHyde will issue you a Credit Certificate to represent your pending credit with us. This certificate/credit is to be emailed to our office staff [info@rawhyde-offroad.com](mailto:info@rawhyde-offroad.com) to let us know that you will be using it towards your scheduled event in order to be used. Please give Rawhyde 2 weeks notice before the event that you will be using your credit.

- COVID-19 cancellations should be made in writing to [info@rawhyde-offroad.com](mailto:info@rawhyde-offroad.com) at your earliest knowledge of your need to cancel. The earlier we are made aware of your situation, the more time we have to help you and to minimize loss on both sides. We will work with you!
- RawHyde reserves the right to cancel a participant's participation in a tour if the participant is disruptive or putting themselves or others in harm's way. No refund or credit will be issued.

\*Qualified COVID-19 Situations:

- You are able to show a positive COVID-19 test result with your cancellation.
- A state or federal travel ban prevents you from physically arriving for the tour. A state, federal, or other requirement to show a negative test on arrival does not count as a travel ban.